



2023

ESG

Report



Dream it, do it.

**2023
ESG
Report**

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CEO Message

Byron Nicolaides

Founder & CEO, PeopleCert

Dear stakeholders,

As we reflect on 2023, we recognize this period as transformative, bringing exciting developments to our company. Over the past decade, PeopleCert has maintained a growth rate of 34%, and has evolved into a powerhouse of prestigious global brands – ITIL®, PRINCE2®, DEVOPS INSTITUTE®, and LANGUAGECERT® – solidifying its position as the global leader in the professional and language skills certification landscape, while remaining committed to its vision, values, and sustainability goals.


In 2023, PeopleCert's commitment to strong governance and sustainable practices was recognized with upgraded ratings by both Moody's Investor Services and S&P Global Ratings, affirming our financial stability and validating our strategic direction. Specifically, Moody's upgraded PeopleCert's Governance risk score from G-4 to G-3 and its overall ESG impact score from CIS-4 to CIS-3, reflecting significant improvements in our governance framework and our dedication to embedding sustainability into our operations.

This year also marked a significant milestone, as PeopleCert's growth story became a case study for INSEAD Business School. Our journey and business model have set a benchmark for other companies striving to unlock their potential.

Our longstanding commitment to our core values of Quality, Innovation, Passion, Integrity has consistently shaped our ESG strategy. These values have guided us for more than two decades, driving us to develop sustainable solutions with a positive global impact. 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

 Dream it, do it.





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

PeopleCert at a glance

Our Key Milestones & Global Impact



20+
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



2,500
academic institutions

Revenue Pillars

Exams

Business and IT
Languages

Online

Proctoring (OLP)

Proprietary

Content

Official Books
Official Training
Materials

Licensing &

Accreditation

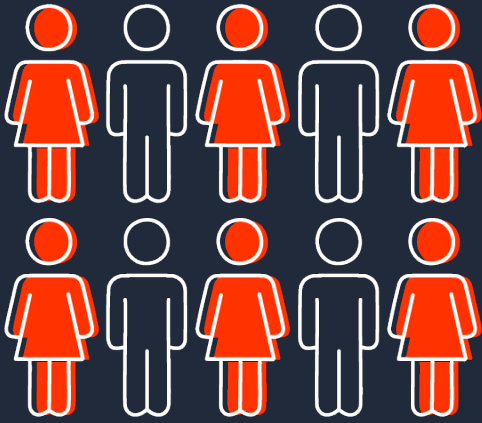
Value-Added

Services

Exam Insurance
Paper Supplements
Other Services

Membership

Our Team



900+
employees

0
work-related
injuries

60/40
women/Men
ratio

58/42
new hires
women/men ratio

40
nationalities

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



5,000+
suppliers
globally

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 includes brands such as, ITIL® for IT Operations and Digital Transformation, PRINCE2® for Project, Programme and Portfolio Management, DevOps Institute® for DevOps and IT, LanguageCert® for English language, Lean Six Sigma, Scrum, Data Science and other professional qualifications. We deliver our portfolio across 200+ countries to millions of people, as well as to 50,000 corporations (82% of the Fortune 500) and 800 government organizations in 50 countries. Delivery is through an extensive network of 2,500 partners, more than 2,500 recognizing institutions, and our award-winning, proprietary online invigilation platform. In July 2021, PeopleCert achieved “unicorn status” with the acquisition of AXELOS, bringing the company’s valuation to over \$1 billion, which has significantly increased since.

Our vision is “to empower people and organizations to achieve what they are capable of” and 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 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. 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 organization 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.

The driving force behind PeopleCert's success is our team of 1,000 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 13 years, have a proven track record of navigating significant global challenges with resilience, including the 2009 financial crisis and the COVID-19 pandemic. The team remains committed, driving the organization 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 c. 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. PeopleCert UK Holdings serves as the parent company, showcasing a strong presence in the UK through multiple subsidiaries, including PeopleCert Qualifications Ltd., PeopleCert UK Ltd., PeopleCert Wisdom Ltd., and Axelos Ltd. PeopleCert 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. In 2023, PeopleCert became an INSEAD Business Case Study, showcasing its success as a global business leader. 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.



50,000
leading companies

82% of Fortune 500 companies



800
government departments

in 45 countries



Delivered by 2,500
organisations

Training | Consulting | Tool Vendors

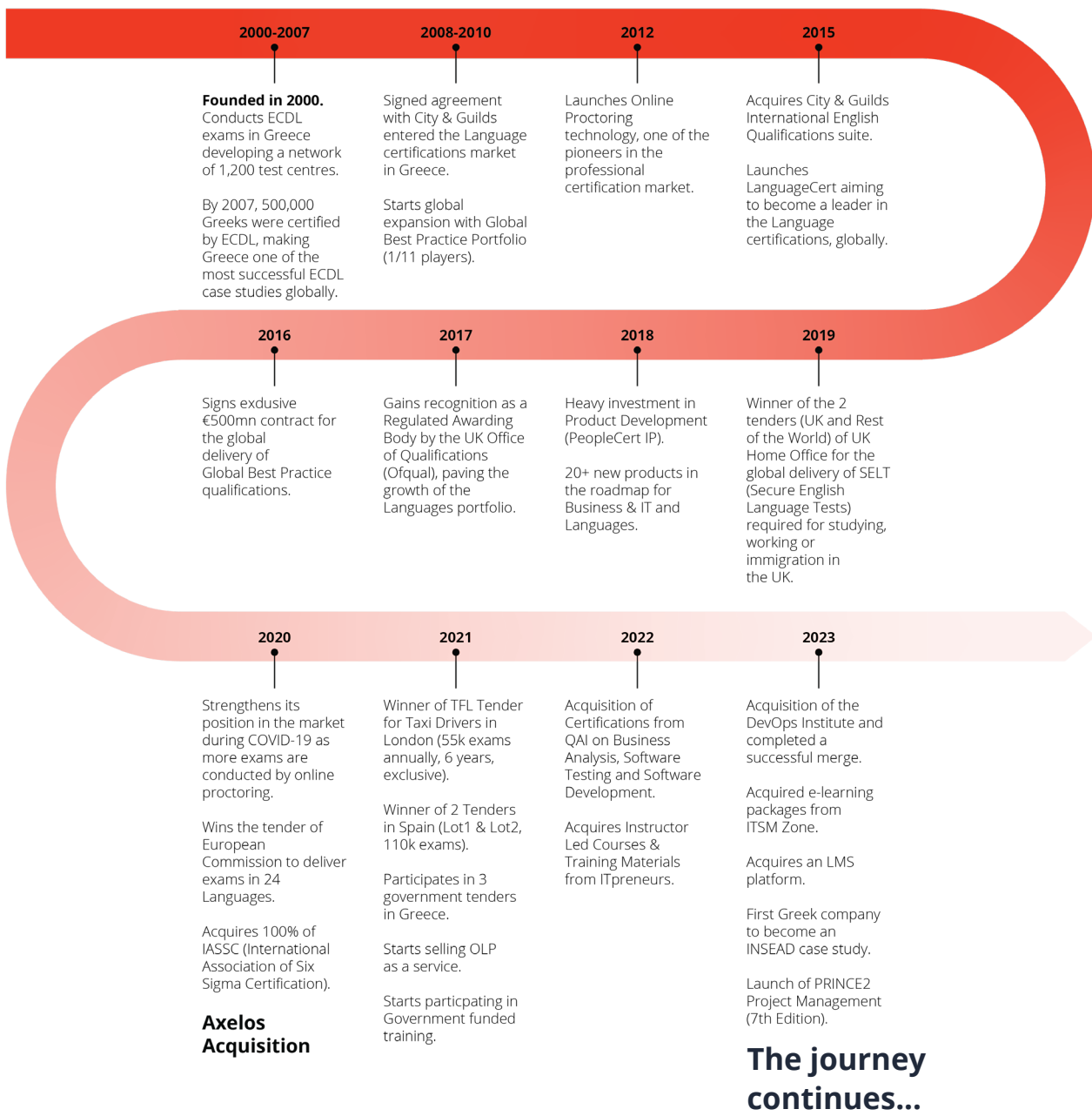


2,500 recognising
institutions

Governments | Universities | Colleges



Milestones



The journey continues...

Vision, mission & corporate values



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 unchangeable since our inception. These principles have consistently guided our operational strategies and shaped our organizational culture, underpinning our enduring commitment to excellence.

Quality: Commitment to raising the bar by being consistently best-in class in everything we do, always putting customers first, meeting and exceeding stakeholders' expectations.

Innovation: Having an "out of the box" mindset, challenging the status quo, always with new ideas on how to improve our work.

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

Integrity: Demonstration of courage, honesty, and high moral principles, by doing the right thing even when nobody is watching, irrespective of any personal interest, to build trustful, transparent, and reliable relationships.

Certifying millions of people around the world



Our product portfolio

PeopleCert is the proud owner and guardian of globally renowned portfolio brands. In collaboration with the community, we develop products and services to meet the evolving needs of our customers.

ITIL® is the most widely used global best practice framework for the management of IT and digitally enabled products and services.

The PRINCE2® portfolio is a collection of globally used best practice guidance and techniques for successful project, programme, and portfolio management.

The DEVOPS INSTITUTE® portfolio includes the most widely used certifications for DevOps skills, as well as in demand AI, data, analytics, and software development skills.

LANGUAGECERT® is committed to developing and delivering high-quality, internationally recognized language exams that enhance the career, education, and life prospects of individuals worldwide.

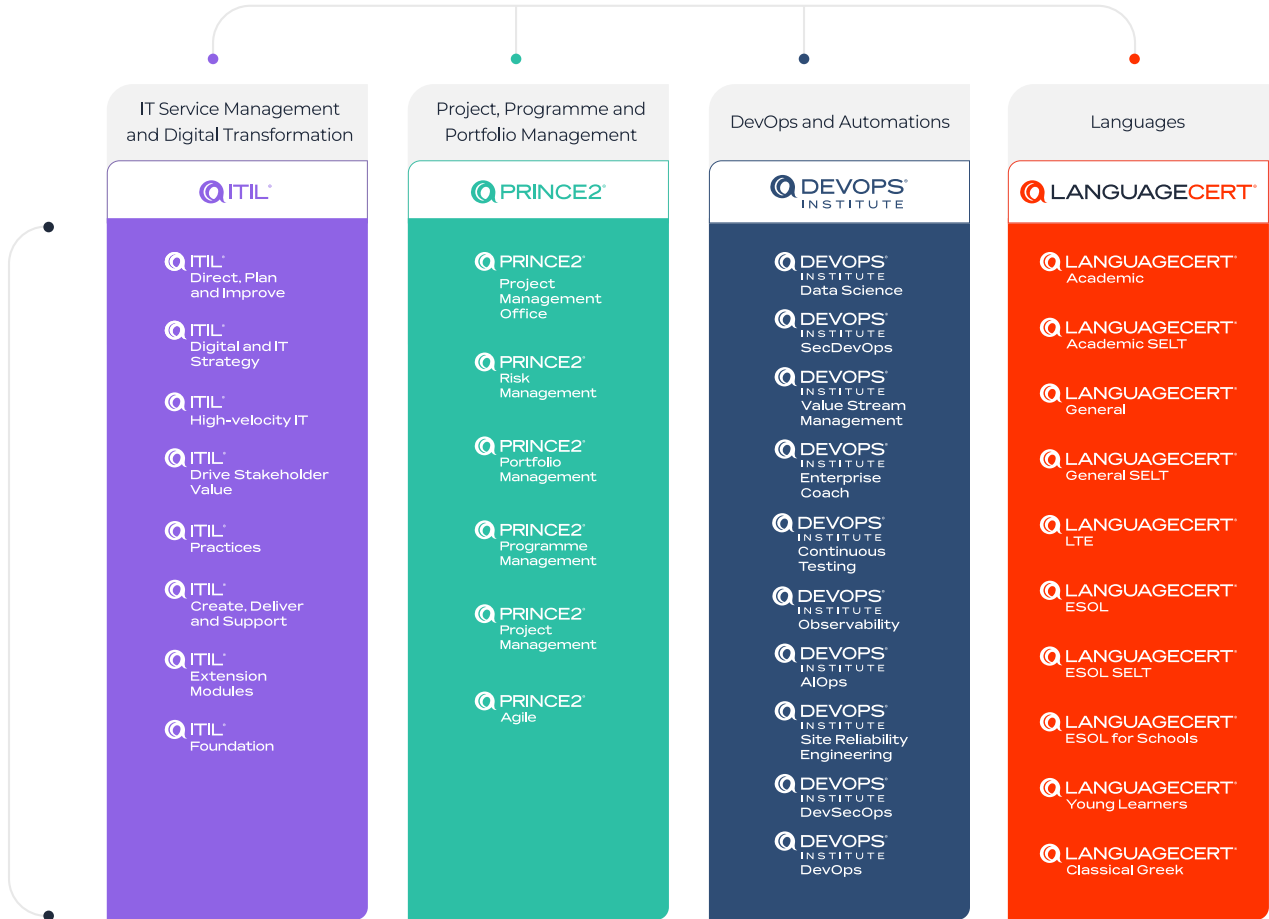
PeopleCert Membership is our commitment to lifelong learning and professional excellence. It represents a vibrant community of professionals beyond traditional learning boundaries, in pursuit of continuous learning and career advancement.

PeopleCert Membership is empowering you to take your career and skills to the next level and stand out among your peers.

A house of strong global brands



Our product portfolio



Comprehensive support for unmatched customer satisfaction



Let's Chat!
We're Online

At PeopleCert, customer satisfaction is a top priority. Our comprehensive support channels are available 24/7/365, ensuring that customers receive personalized assistance and information whenever needed. We handle telephone inquiries in 13 languages and offer dedicated local and toll-free numbers for 33 countries, making it easy to connect with our

support team through customers' preferred channel.

Our commitment to exceptional customer service is reflected in the variety of support options we provide, enabling customers to choose the most convenient way to get the help they need. Whether the preference is to reach out via email, phone, chat, or our contact form, our dedicated team is here to assist with all inquiries.

Support channels

Our expertly trained support team is ready to answer your questions and solve your problems 24/7 available up to 24 hours a day and 7 days a week via contact form, chat, email or phone



Customer service in 13 languages

Multi-channel communication

24/7/365 non-stop operation

In 2023, PeopleCert made a strategic move to elevate its customer service by fully integrating the Voice of Customer (VoC) across all communication channels, including phone, email, chat, and chatbot interactions. Recognizing the critical role customer feedback plays in enhancing the Customer Experience (CX), we focused on collecting direct insights to gain a deeper understanding of our customers' needs, expectations, and challenges. This approach enables us to tailor our services more effectively, promptly address any issues, and strengthen customer loyalty. By leveraging VoC, we not only meet our global benchmarking goals but also drive innovation by identifying opportunities for new products and services aligned with evolving customer trends.

To support this initiative, we have introduced a post-interaction satisfaction survey for both our B2B and B2C customers, encompassing all products and services in the B&IT and Language sectors. This survey, delivered via email and through chat pop-ups, collects feedback on key metrics such as overall satisfaction, customer effort score, first contact resolution, and issue resolution. These insights are pivotal in our ongoing efforts to improve customer satisfaction and retention. The initiative is set to launch in early 2024, with results to be featured in our 2024 ESG Report, reflecting our dedication to maintaining the highest standards of customer satisfaction and continuous improvement.

The candidate satisfaction survey, based on feedback from individuals who completed a LANGUAGECERT web-based exam in 2023, offers valuable insights into multiple aspects of their experience. The results emphasize high satisfaction levels regarding the booking process, customer support, user interface, and overall exam delivery.

91.43%

of candidates rated the **exam booking experience** as either excellent or good.

93.91%

of candidates rated **the quality of support** as excellent or good.

89.87%

of candidates found **the audio quality** to be excellent or good.

95.28%

of candidates were satisfied with **the proctoring experience**, with excellent or good ratings.

90.19%

of candidates rated their **overall examination experience** as excellent or good.

Reasons for taking the test

Candidates identified multiple reasons for taking the test, with the most prominent ones being:



Awards and recognitions

At PeopleCert, our commitment to excellence, innovation, and societal impact is consistently recognized through numerous awards and accolades. These recognitions highlight our dedication to transforming education, enhancing professional skills, and fostering a culture of integrity and wellbeing within the industry.

8 Awards in 2023

- **Skills**
- **Leadership**
- **Technology**
- **Health & Safety**
- **Diversity & Inclusion**

- **Gold Award at Cloud Computing Awards powered by Office Line** – “Using AI for Exam Integrity in Online Examinations”.
- **Bronze Award at Health & Safety Awards** – Health & Wellness Initiatives for “At PeopleCert we’re feeling good”.
- **“HeRa” Distinction at HR Community Conference & Awards** - HRM Social Work for our participation in JobDay 45+ and JobDay Refugees 2023.
- **Winner of EdTechx Skills Award 2023** – We remain committed to developing Global Best Practice frameworks and certifications aimed at enhancing organizational efficiency, as well as improving the lives and careers of individuals. Our focus is on the skills of today and tomorrow.

Awards

- Our CEO, Byron Nicolaides, has been listed in the Mononews 100, Pioneer category, as one of the **most influential Greek personalities of 2022**, highlighting his visionary leadership.
- Our Senior Advisor, Barclay Rae, received the **Paul Rappaport Lifetime Achievement Award** at the itSMF UK 23 Congress, honouring his lifelong contributions to the field.
- **Bronze Award at the DEI - BITE Awards 2023** – “Using AI for fraud detection in Online Examinations”.
- **Education Leaders Awards 2023**
 - **Silver Award:** “Coding Bootcamp: Awarding Excellence and Financial Support for Students”, recognizing our dedication to fostering excellence in education.
 - **Bronze Award:** “Coding Bootcamp: An innovative program of Reskilling and Employability”, acknowledging our innovative approach to helping individuals acquire new skills and enhance their employment prospects.



PeopleCert's role as an awards partner

As a proud awards partner, PeopleCert is excited to participate in 2023 SDI Awards, showcasing our dedication to the service desk and support industry. Barclay Rae, Senior ITIL Advisor for PeopleCert, hosted a session titled "Sustainable Service Management – People, Business, and Value" in October 2023, sharing valuable insights.

We will also join SDI's Chair on stage to announce awards and interact with attendees at our expo booth in the Affinity Foyer. This opportunity allows us to connect with industry leaders and highlight our commitment to excellence.

The 2023 SDI Awards promise to be an industry event of unparalleled significance, offering

PeopleCert a unique platform to shine as an awards partner and contribute to the celebration of excellence in the service desk and support industry.

These awards validate the effectiveness of our programs and initiatives, transforming lives and empowering individuals in the tech industry and beyond. We dedicate these honours to the PeopleCert team and our partners who have supported and believed in us throughout our journey.



Our Commitment to Sustainable Development

Our commitment to sustainability development goals:



At a glance

Stakeholder Groups

- Employees
- Learners & test takers
- Suppliers
- State/Authorities
- Certification bodies
- Business partners
- Academic Institutions/Universities
- Media

Driving value through strategic engagement

Stakeholder
Engagement

Materiality
Assessment

Value
Creation

Initiatives & Standards

GRI
AA 1000

UNGC
SASB

SOCIAL VALUE UK
TOMs

Our sustainability approach

As a global leader in the Learning & Technology sector, we adopt a people-centric approach that seamlessly integrates corporate responsibility and sustainability into our operations. Our Sustainability Policy is designed to minimize environmental impact while also emphasizing social responsibility and ethical governance.

We are committed to adhering to all applicable legislation, regulations, and codes of practice, not only to reduce emissions, resource consumption, and waste but also to promote fair labour practices, diversity, and wellbeing. Our ESG framework includes fostering a safe and inclusive workplace, creating social value, and upholding the highest standards of transparency and accountability in our governance practices.

Our business decisions are guided by sustainability principles, and we actively train our employees on best practices to support our overall sustainability objectives. We regularly monitor and report on our annual electric energy, paper, and water consumption, as well as the ratio of purchased to recycled paper, striving for continuous improvement. A significant initiative includes

converting all exam-related paper supplies, which constitute 95% of our total consumption, to recyclable paper, thereby minimizing the environmental footprint of our core products. Additionally, we continuously seek to expand our waste management initiatives, ensuring that we reduce our impact on the environment.

By endorsing international and European objectives to combat climate change and adhering to prominent sustainability frameworks such as the UN Sustainable Development Goals (SDGs), we integrate these principles into our strategic decision-making, operations, stakeholder engagement, and communications.

To maintain our leadership in the industry, we closely and continuously monitor evolving global trends and incorporate these insights into our strategic planning process. This proactive approach enables us to anticipate changes, adjust our strategies accordingly, and remain resilient and competitive in a rapidly changing world. Our sustainability efforts are structured around three core pillars:



Sustainability policy

Our Sustainability Policy aligns with our core values of Quality, Innovation, Passion, and Integrity and is shaped by our top management. We are steadfast in our commitment to the following principles:

Deployment of sustainable practices:

Implementing sustainable practices across the organization to ensure long-term value creation.

Knowledge sharing and capacity building:

Enhancing the skills and knowledge of our employees and stakeholders.

Effective risk management: Identifying and mitigating risks associated with our operations.

Regulatory compliance: Adhering to all applicable legislation, regulations, and codes of practice.

Environmental stewardship: Promoting efficient use of natural resources and continuous improvement in environmental performance.

Human rights protection: Fostering a work environment based on mutual respect, fairness, and integrity.

Social inclusion and empowerment: Promoting greater social inclusion and empowerment within our communities.

Sustainable procurement: Achieving long-term value for money through responsible procurement practices.

Stakeholder engagement: Maintaining continuous communication with all stakeholders to identify and respond to their needs and expectations.

Our Sustainability Policy outlines our commitments across the three key pillars of Environment, Social, and Governance, reflecting our integrated approach to driving responsible business practices and fostering long-term positive impact.

Environmental responsibility

PeopleCert is devoted to reducing the environmental impact of its operations and upholds a certified environmental management system in line with ISO 14001 standards. Our approach encompasses projects aimed at conserving energy and water, diminishing waste, and encouraging recycling. The Sustainability Plan outlines explicit goals to improve these environmental concerns, guaranteeing that our dedication to the environment is woven into our strategic business planning and choices. We consistently track our carbon output and establish goals to lower emissions across all company premises and activities.

Social accountability

By leveraging state-of-the-art assessment technology, PeopleCert conducts exams worldwide in various languages, enabling professionals to excel and industries to transform. We actively support SMEs with certifications of high value and rely on a network of SME collaborators for service delivery. Our efforts include nurturing sustainability practices among our suppliers and partners through continuous dialogue and initiatives. We work with those who are equally devoted to social and environmental sustainability, guaranteeing that our global operations adhere to sustainable methods.

Governance practices

Integrity lies at the core of our operations, and we strive to uphold the highest ethical standards, as defined by the PeopleCert Code of Conduct. We strictly observe all legal and regulatory requirements across the countries we operate in, performing consistent internal and external audits to guarantee compliance with our principles, policies, and protocols, thereby boosting transparency and preventing corruption. Managers are tasked with maintaining the company's commitments to sustainability, and every employee must follow the guidelines specified in our policy.

Monitoring and reporting

Our management team supervises the execution of our sustainability initiatives, ensuring the fulfilment of set goals and annually reporting on performance to maintain transparency with stakeholders. During the annual Management Review, stakeholder feedback is considered regarding sustainability topics. This policy is pertinent to PeopleCert and its subsidiary companies, encouraging sustainable practices throughout our value chain.



Source: United Nations

The forces shaping our industry

As a global leader in certification, PeopleCert operates at the crossroads of transformative megatrends, driving both innovation and our commitment to sustainability.

AI revolution

Artificial Intelligence is revolutionizing the exams delivery industry by enabling unprecedented personalization and efficiency. With nine dedicated AI teams, PeopleCert harnesses AI to streamline processes, deliver precise results quickly, and ensure exam integrity through advanced technologies. This AI-driven approach allows us to scale our operations and enhance service quality, positioning us as a leader in industry innovation. Our commitment to responsible and ethical use of technology further empowers us to meet the evolving needs of candidates and support professionals worldwide.

Digital transformation

The move towards digitalization is redefining certification delivery, driven by online platforms, cloud solutions, and mobile technologies. PeopleCert is at the forefront of this shift, leveraging cutting-edge assessment technology to enhance accessibility and user experience. Our commitment to digital innovation empowers professionals globally, ensuring they can thrive in the digital age.

These megatrends are integral to PeopleCert's risk assessment, guiding our actions to ensure we remain resilient and adaptive in the face of industry advancements and sustainable development challenges. By aligning with these trends, we proactively manage risks and seize opportunities, reinforcing our position as a global leader in certification and our commitment to sustainability.



Effective stakeholder engagement for sustainable impact

The Board at PeopleCert maintains robust collaborations with institutions of higher education, benchmarking our progress against recognized best practices. Regular meetings and dialogue with stakeholders ensure that our engagement in sustainability reporting is thorough and inclusive, reflecting our commitment to transparency and

continuous improvement in sustainability performance. Through communication, PeopleCert establishes and nurtures relationships of trust with all its stakeholders, encouraging them to share their interests and concerns, allowing the Company to respond effectively.





Employees



Learners & Test takers



Suppliers



State/Authorities

Daily communication	Daily communication	Frequent communication	Frequent communication
Communication channels			
<ul style="list-style-type: none"> Email communication and announcements, as needed Annual events, celebrations, and happenings Company's Sustainability Report 	<ul style="list-style-type: none"> Company's website Company's Sustainability Report Systematic and tailored phone, email and live communication, as per their needs 	<ul style="list-style-type: none"> Phone and emails, as well as meetings – as deemed necessary Local community events 	<ul style="list-style-type: none"> Phone and emails Live communication through meetings, as deemed necessary Company's website Company's Sustainability Report
Key stakeholder concerns			
<ul style="list-style-type: none"> Training and development opportunities Employee performance evaluation process Data protection Provision of employee benefits Opportunities to express their views 	<ul style="list-style-type: none"> Services diversity and responsibility Ethical practice and conduct Company services quality and certifications Data privacy/protection Opportunities to express their views 	<ul style="list-style-type: none"> Ethical business practices Business compliance Supplier support Data privacy/protection Opportunities to express their views 	<ul style="list-style-type: none"> Ethical business practices Business compliance and responsibility of practices Tax compliance Data privacy/protection Opportunities to express their views
Company's response			
<ul style="list-style-type: none"> Provision of opportunities for employee capacity building and growth Provision of employee benefits Acting responsibly towards our employees Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> Continuously growing our product portfolio Continuous focus on improving our service quality and obtained certifications Ensuring market responsibility Maintenance of dedicated data protection policy Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> Establishment of corporate sustainability plan and policies to ensure business responsibility, sustainability, and compliance Maintenance of dedicated data protection policy Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> Establishment of corporate sustainability plan and policies to ensure business responsibility, sustainability, and compliance Maintenance of dedicated data protection policy Establishment of complaints and whistleblowing policy, to allow for open communication



Certification bodies



Business Partners



Academic Institutions/
Universities



Media

Frequent communication	Frequent communication	Frequent communication	Frequent communication
Communication channels			
<ul style="list-style-type: none"> • Phone and emails • Scheduling of 1-1 meetings, as deemed necessary • Company's website 	<ul style="list-style-type: none"> • Phone and emails • Scheduling of 1-1 meetings, as deemed necessary • Company's website 	<ul style="list-style-type: none"> • Phone and emails • Scheduling of 1-1 meetings, as deemed necessary • Company's website 	<ul style="list-style-type: none"> • Phone and emails • Company's website • Press releases
Key stakeholder concerns			
<ul style="list-style-type: none"> • Financial sustainability • Services diversity and responsibility • Company services quality and certifications • Ethical practice and conduct • Opportunities to express their views 	<ul style="list-style-type: none"> • Financial sustainability • Data privacy/protection • Quality of services provided • Open dialogue and discussion opportunities 	<ul style="list-style-type: none"> • Financial sustainability • Services diversity and responsibility • Company services quality and certifications • Ethical practice and conduct • Opportunities to express their views 	<ul style="list-style-type: none"> • Promotion of sustainability issues (social and environmental awareness) • Promotion of the Company's services, portfolio, and growth
Company's response			
<ul style="list-style-type: none"> • Actions taken to ensure continuous improvement of the Company's financial status • Continuous focus on improving our services quality and certifications obtained • Maintenance of dedicated data protection policy • Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> • Maintenance of dedicated data protection policy • Dedication actions to ensure business services improvements • Actions taken to ensure continuous improvement of the Company's financial status • Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> • Actions taken to ensure continuous improvement of the Company's financial status • Continuous focus on improving our service quality and obtained certifications • Maintenance of dedicated data protection policy • Establishment of complaints and whistleblowing policy, to allow for open communication 	<ul style="list-style-type: none"> • Focus on corporate responsibility and sustainability • Publication of annual Sustainability Report • Tailored/frequent communication

Prioritizing our material issues

To ensure we remain aligned with market demands, local community needs, stakeholder expectations, and international standards and trends, we systematically conduct a materiality analysis of sustainability issues. This analysis allows us to identify and prioritize the most relevant and impactful sustainability topics, enabling us to address them effectively and responsibly in our operations and strategy.

We conduct comprehensive investigations and meticulously document issues that are significant to our business, markets, and stakeholders. These issues are then prioritized based on predetermined, replicable criteria, ensuring the credibility and

consistency of our evaluation process. Furthermore, we align our material issues with global frameworks such as the United Nations Sustainable Development Goals (UN SDGs), ensuring that our approach is both relevant and consistent with international best practices. This alignment helps us stay on course towards making a positive impact on global sustainability challenges.

Our process for identifying and prioritizing material issues integrates stakeholder expectations and adheres to the GRI Standards, which are the global benchmarks for sustainability reporting. Our materiality analysis process includes the following steps:



We identify and document the most critical corporate responsibility and sustainability issues affecting our business, our industry, and our stakeholders through a comprehensive analysis of our internal and external sustainability landscape.

We assess the identified material issues through the perspective of our stakeholders, evaluating the views, priorities, and expectations of each stakeholder group.

We align our processes and identify issues within the global, international, national, and local landscapes, incorporating any associated risks with each of our material issues.

Finally, we prioritize our material issues and have our final list of material topics validated by 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 recognize the significance of global initiatives in building a sustainable future. As a result, we are committed to aligning our efforts with the UN Sustainable Development Goals, contributing to the UN 2030 Agenda.



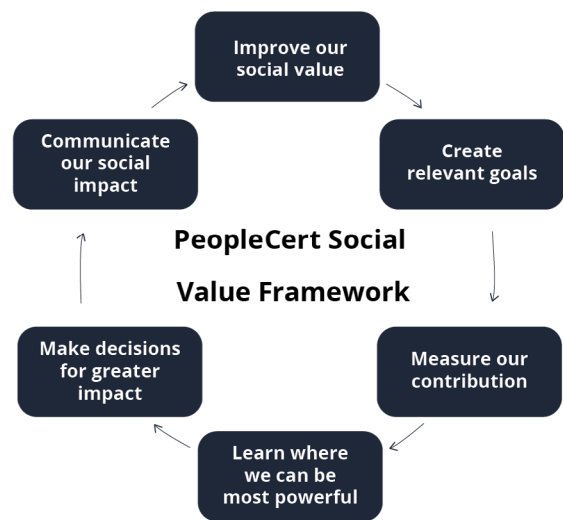
Our goals

Our specific targets per year and action plan are as follows:

Environment	Targets and goals	Year
Climate change	2% reduction of carbon emissions from 2019 baseline	2024
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
Waste and water management	1. 20% improvement of recyclability of materials used at all offices (% of recyclability).	2025
	2. Eliminate plastic cups and other plastic materials.	2026
Social	Targets and goals	Year
Responsible supply chain	Key suppliers identification and categorization (tier 1, tier 2, tier 3).	2024
Social actions/community engagement	Implement an ESG training program for all employees and Management Team.	2024
Human and labour rights	Conduct a comprehensive human rights assessment across the group.	2024
Employee health, safety, and wellbeing	1. Organize blood drives and create PeopleCert's blood bank.	2025
	2. Train all employees in Health & Safety in the workplace.	
	3. Perform 1st Aid training and seminars.	
Equal opportunities & diversity	Implement mandatory training programs on diversity, equity, and inclusion for all employees.	2025
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
Talent attraction and retention	Launch a Comprehensive Referral Program (employee awards).	2024
Quality of services and innovation	1. Establish a data collection and monitoring systems for clients satisfaction in group level.	2025
	2. Launch a new post-interaction satisfaction survey to improve customer satisfaction and retention.	2024
Governance	Targets and goals	Year
Ethical business practices & Compliance	Record and disclose incidents (discrimination, data and security, human rights violations, harassment, bribery, and so on).	2024
Data privacy & security	Conduct a training program for employees in relevant positions on data privacy and security.	2024
Cyber security	Conduct a cybersecurity training and awareness program for all employees.	2024
Business model resilience (AI)	Develop and enforce policies for data quality, integrity, and security to ensure reliable inputs for AI models.	2026
AI market opportunities	Provide in-depth AI training for the existing team, focusing on cutting-edge technologies and methodologies.	2025

Building our sustainability strategy based on Social Value UK framework

At PeopleCert, we are dedicated to creating positive impact through our operations for all stakeholder groups. This impact encompasses improvements in living standards, economic opportunities, and community cohesion. Our framework is designed to address social challenges, promote inclusive progress, and support sustainable development goals. In doing so, we align our efforts with established initiatives, such as those recognized by Social Value UK, ensuring that our contributions are both meaningful and effective in driving societal advancement.



Our commitment to sustainability extends beyond our internal operations, reaching into the broader communities where we operate. This commitment is seamlessly integrated into our business strategies and operational practices, ensuring that we not only deliver high-quality services but also contribute meaningfully to the wellbeing of society. Our framework for creating positive impact is grounded in ethical conduct, responsible supply chain management, and a strong focus on sustainable development. This approach is aligned with the themes outlined by Social Value UK, guiding our efforts to tackle economic inequality, fight climate change, promote equal opportunity, and enhance wellbeing. By aligning ourselves with these principles, we ensure our contributions support global sustainable development goals, fostering positive change and driving social progress across all our areas of influence.

Tackling economic inequality



We generate new services, new jobs, and new skills. Our comprehensive training programs enhance skills and career growth, emphasizing continuous learning and professional development to foster a motivated and capable workforce. We bolster our supply chain resilience and capacity, ensuring adherence to high ethical standards, such as fair labour practices and sustainable sourcing of materials. This supports the development of scalable future-proofed methods, that modernize delivery and increase productivity.

Fighting climate change



Our dedication to the environment is reflected in adopting sustainable practices. We aim to lower energy use, decrease waste, and support recycling. By establishing concrete goals, we work towards lessening our ecological impact, cutting down on greenhouse gases, and fostering conservation initiatives.

Equal opportunity



We take proactive steps to promote equal opportunities regarding employment, skills, and pay within our contract workforce. This includes supporting underrepresented groups, such as women and diverse populations, in their career progression and skill development. Additionally, we uphold the principles of the Modern Slavery Act, ensuring that our practices and supply chains are free from forced labour and exploitation. Our commitment extends to fostering an inclusive and equitable workplace for all.

Wellbeing



We advocate for health and wellness through programs that bolster physical, mental, and emotional wellbeing. We prioritize work-life balance and offer resources for stress management and mental health support, ensuring a supportive work environment. We encourage employees to participate in volunteer activities that address local needs. Furthermore, we collaborate closely with users and communities in designing and delivering our services to support strong, integrated communities.

Ethical conduct and supply chain management

At PeopleCert, we recognize our suppliers as key strategic partners who significantly influence our business operations and outcomes. We prioritize fair operating practices, which encompass the ethical conduct of business with partners, suppliers, contractors, clients, competitors, associations, and government agencies. This approach ensures the company maintains efficient cooperation and trusted relationships, reflecting our responsibility in business engagements.

We have established the “PeopleCert Code of Ethical Conduct” to integrate ethical and sustainable principles across its entire supply chain. This Code applies to all directors, managers, employees, contractors, trainees, and third-party entities interacting with PeopleCert. Key elements include:

Awareness and compliance: All suppliers must be aware of the PeopleCert Code of Ethical Conduct and ensure their practices align with it.

Modern slavery: PeopleCert has a zero-tolerance policy towards modern slavery, reinforced by the following policies:

- Code of Ethical Conduct
- Supply Chain Policy
- Modern Slavery Act Statement
- Whistleblowing Policy
- Malpractice and Maladministration Policy
- Equality and Diversity Policy
- Safeguarding Policy

These policies ensure a comprehensive framework for ethical conduct and supplier management, aligned with PeopleCert’s values and operational standards.

To reduce supply chain risks, PeopleCert employs a supplier sustainability assessment program, identifying, assessing, quantifying, and prioritizing risks to develop mitigation actions. This approach aims to build collaborative relationships with suppliers and identify the best alternative sources.

Supplier onboarding and evaluation

In 2020, PeopleCert launched a Supplier Onboarding tool featuring an online registration for current and prospective suppliers. This tool collects comprehensive supplier data to continuously evaluate and oversee them, guaranteeing they meet essential security requirements, including those specified by UKVI. Suppliers are divided into critical and non-critical groups, with critical suppliers such as Microsoft being vital to the company’s offerings. This distinction depends on the relationship rather than the financial expenditure.

Furthermore, we have pinpointed three primary categories of external parties:

- **Test Centres/Test Points:** Authorized entities that conduct and provide testing services, both paper-based and computer-based.
- **Suppliers/Subcontractors:** Companies offering operational services, including ICT suppliers and external printing services.
- **External associates:** Experts whose specialized skills are essential for service provision.

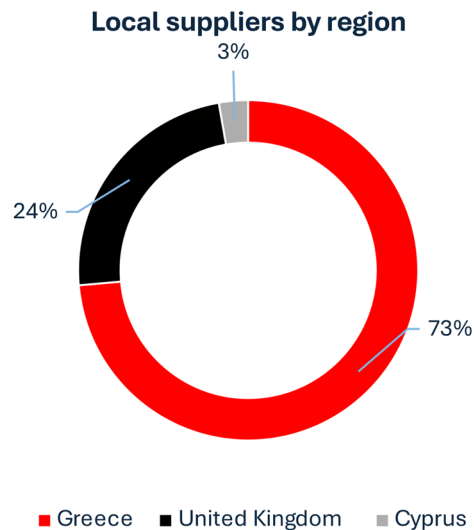
New suppliers or subcontractors are required to complete an online self-registration form that includes comprehensive information for evaluation purposes. The Procurement & Logistics team reviews applications based on several criteria:

- **Service/goods pricing:** Competitively priced offerings.
- **Organizational culture:** Demonstrated commitment, reliability, and effective communication and collaboration within the organization.
- **Response capability:** Supplier’s readiness to fulfil requirements.
- **Adaptability:** Ability to adjust to changes and varying demands.
- **Service quality:** High-level, consistent service performance.
- **Delivery performance:** Product or service delivery punctuality and dependability.
- **Payment conditions:** Beneficial and clear payment terms.
- **Certifications:** Possession of relevant industry certifications and standards.
- **Financial stability:** Sound financial status of the supplier company.
- **Regulatory adherence:** Compliance with legal and industry-specific regulations.
- **Environmental and social responsibility:** Engagement in socially responsible and sustainable practices.

Our suppliers undergo yearly evaluations to maintain compliance with our operational standards and established agreements. By incorporating environmental and social factors into our procurement decisions, we aim to achieve lasting business benefits while upholding our dedication to corporate social responsibility. We strive to create reciprocal relationships with our suppliers, promoting not only environmental and social accountability but also sustainable development through our procurement strategies. Furthermore, health and safety policies, along with necessary insurance requirements, are essential components of our supplier integration and review protocols.

Focus on Small and Medium Enterprises (SMEs)

PeopleCert actively seeks to engage Small or Medium-sized Enterprises (SMEs) as third-party suppliers, ensuring that the selection of these businesses does not compromise the quality of services delivered. This strategy supports SMEs and aligns with our commitment to fostering sustainable and inclusive economic growth. By prioritizing SMEs, we aim to contribute positively to the local economy and enhance the diversity of our supply chain, reinforcing our dedication to community support and economic resilience.



25% increase in purchasing in 2023

5,000+ suppliers globally

30% increase in purchasing from local suppliers in 2023

In summary, PeopleCert is dedicated to fostering a sustainable and responsible supply chain. We achieve this by carefully selecting suppliers, consistently evaluating their performance, and cultivating strong relationships. Our focus is on excelling in procurement and supply management practices, ensuring that we uphold the highest standards in every aspect of our operations.

Case study

Digital and sustainability

Investing in sustainability has become a critical business imperative. It not only enhances brand reputation but also optimizes costs and drives innovation, leading to the development of new products and access to new markets. Additionally, it addresses risks in the supply chain, such as corruption and exploitation, including child labour, and guards against external scrutiny related to poor environmental performance or accusations of “greenwashing”. By prioritizing sustainability, companies not only secure long-term success but also make significant contributions to global efforts towards a more sustainable future.

To effectively address these challenges and showcase robust ESG practices, organizations can adopt frameworks such as *ITIL® 4: Sustainability in Digital and IT*. This extension of the globally recognized ITIL 4 framework offers professional guidance to help businesses understand and implement sustainability. It encourages the adoption of sustainable and ethical behaviours across the organization. ITIL 4 certification, delivered by PeopleCert, equips businesses with the tools necessary for IT & Digital Transformation, Project Management, Business, and Languages, fostering a comprehensive approach to sustainability.

While some businesses may be sceptical about prioritizing sustainability, the ITIL 4 framework underscores the tangible business value and return

on investment that sustainability can deliver. It effectively reduces exposure to market challenges and the VUCA (Volatile, Uncertain, Complex, and Ambiguous) environment. Additionally, it helps mitigate risks, supports procurement strategies, safeguards the supply chain, and fosters strong cultural values within the enterprise, thereby strengthening overall business resilience and ethical practices.

The ITIL 4 sustainability module offers a robust framework for corporate reporting, highlighting the critical roles of clear governance and collaboration in achieving sustainability goals. This module not only shifts mindsets about the interconnections between business, IT, and sustainability by clarifying these relationships at an operational level but also outlines specific behaviours required for sustainable practices. Adopting such practices not only minimizes exposure to unsustainable operations and supply chains but also boosts recruitment and retention of top talent and meets the demands of customers who prioritize sustainability. Ultimately, being a sustainable business is crucial for ensuring future success and resilience in today's evolving market landscape.

Scan to read more at the **Financial Times**



Environmental Responsibility

Our commitment to sustainability development goals:



At a glance

Optimizing Resource Efficiency & Reducing Environmental Impact

849.56MWh
energy consumption

58.14
scope 3 GHG emissions
(tnCO₂e)

3.31
total emission intensity
(tnCO₂e/mil. € revenue)

-13.3%
reduction of waste
generation

17.98
water consumption
intensity (m³/mil. €
revenue)

10.57tn
waste diverted from
disposal and recycled

Commitment to Environmental Excellence

ISO 14001

Zero
Environmental
Violations

Goals and
Targets

Our approach

At PeopleCert, we are deeply conscious of the urgent environmental and climate issues our world currently faces, and we pledge to minimize any adverse impact from our business operations. We make it a priority to assess our environmental risks and effects in every area where we operate, adopting top-notch practices that guarantee efficient management of our services and processes. Our commitment extends to adhering strictly to all applicable environmental regulations and statutes at both national and global levels. By regularly reviewing our practices, we aim for ongoing enhancement of our environmental standing, affirming our dedication to sustainable practices.

We committed to environmental stewardship, integrating sustainability across all levels of our operations. Employees actively participate in energy-saving and recycling initiatives, reflecting the company's robust Environmental Policy and ISO 14001 certification.



This certification validates our systematic approach to environmental management across all facets of our operations.

ISO 14001 is an internationally recognized standard providing a framework for managing and improving environmental performance. This certification demonstrates our adherence to best practices in environmental management, including efficient resource use, waste reduction, and environmental risk mitigation.

Our Environmental Policy plays a crucial role in our commitment to the environment, directing us to reduce our environmental impact by adopting sustainable methods, vigilant tracking of resource use, and continuous enhancement efforts. Compliance with this policy guarantees that we consider environmental consequences in every choice and measure we implement.



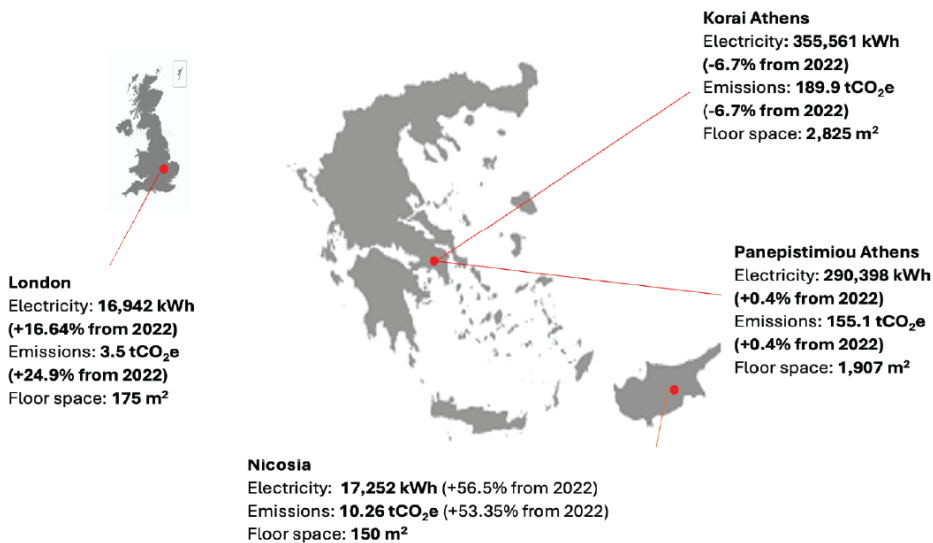
Our focus areas

PeopleCert is strategically focusing on addressing climate change, recognizing it as a critical contemporary challenge and a key concern for our business. Our approach to ecological conservation encompasses essential actions such as reducing carbon footprints, enhancing energy efficiency, and optimizing resource use. These measures are deeply integrated into our corporate ethos, demonstrating our commitment to leading by example in tackling climate challenges. Beyond simply meeting regulatory requirements, we aim to contribute positively to global sustainability efforts. Key elements of our environmental stewardship strategy include:



Environmental performance

This map highlights our company's commitment to environmental sustainability throughout 2023, providing a clear depiction of our efforts to reduce our ecological footprints. It covers crucial figures such as energy use and carbon emissions, giving an honest summary of what we have accomplished, and setting goals for continued improvement. In the past year, we concentrated on improving energy efficiency at our facilities by educating our team and introducing policies for managing energy usage in lighting, thermostat use, and IT equipment.



Natural resource management

Energy consumption

PeopleCert’s main energy use comes from electricity for lighting and cooling, with a small portion used by company vehicles. The organization prioritizes sustainable energy use, implementing numerous strategies to enhance facility efficiency. A specialist oversees energy efficiency in buildings, maintaining ideal conditions. PeopleCert has exchanged more than 90% of its traditional fluorescent lights for LEDs and installed up-to-date HVAC systems for better energy efficiency.



LED lighting



Efficient HVAC systems



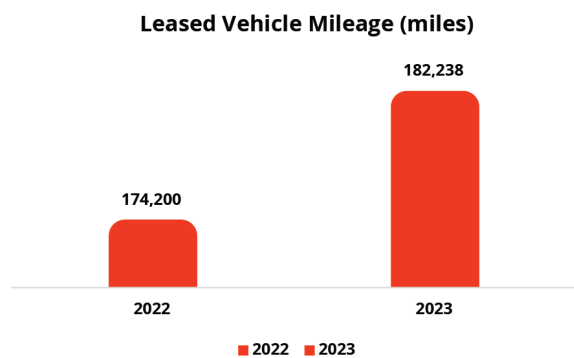
Facilities management

PeopleCert actively works to reduce its environmental footprint by consistently evaluating its impact and weaving sustainable practices into its daily operations and strategic choices.

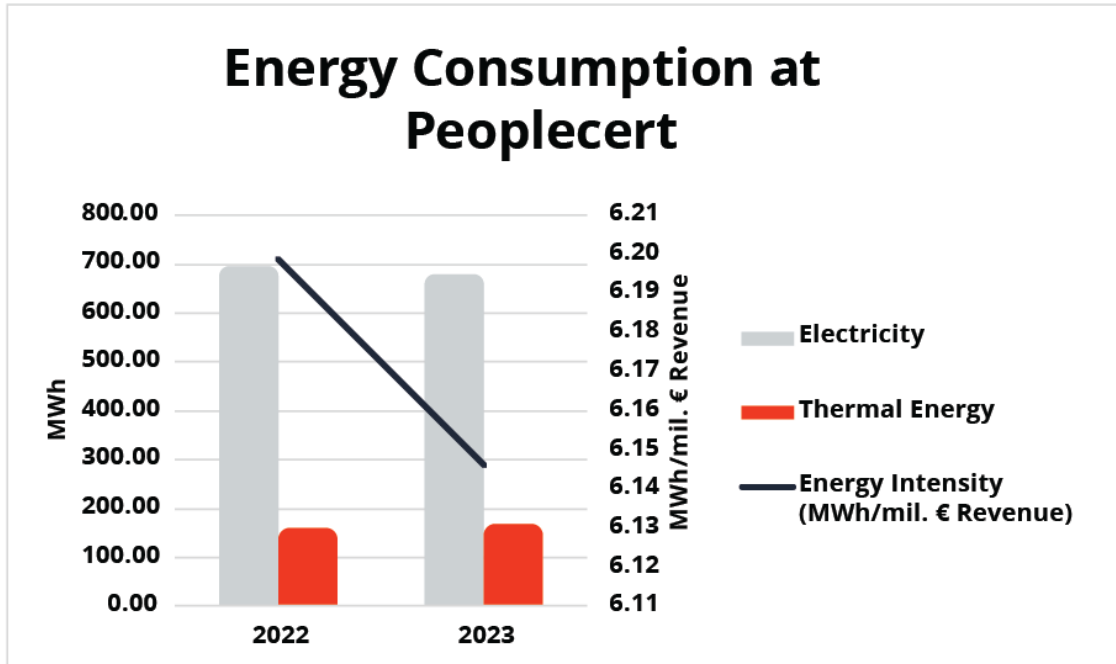
In 2023, there was a notable reduction in electricity usage across their buildings, which decreased by 2.27% compared to the previous year. The total consumption fell to 680,153 kWh. This decline in energy usage can be attributed to recent renovations, which likely included the installation of more energy-efficient systems and upgrades to existing infrastructure. These improvements not only enhanced the overall functionality of the buildings but also contributed to a more sustainable and cost-effective energy profile.

The renovations may have included updated lighting systems, improved insulation, and more efficient heating, ventilation, and air conditioning (HVAC) systems, all of which play a significant role in reducing energy consumption.

In 2023, alongside a notable reduction in electricity usage across their buildings, which decreased by 2.27% to 680,153 kWh, PeopleCert also saw an increase in the mileage of its leased vehicle fleet. The fleet, used primarily for staff transportation, experienced a 4.6% rise in mileage, reaching 182,238 miles. While the energy-efficient renovations of the buildings contributed to a more sustainable and cost-effective operation, the increased vehicle mileage highlights a contrasting trend in transportation. This could suggest that while energy-saving measures were successfully implemented within the company's infrastructure, the rise in transportation demand may have offset some of those sustainability gains. Balancing building efficiency with optimized fleet management could further enhance the company's overall environmental and operational performance. The company might explore additional measures to reduce the environmental impact of its transportation fleet.



The total energy consumption of PeopleCert is presented in the following table and graph.

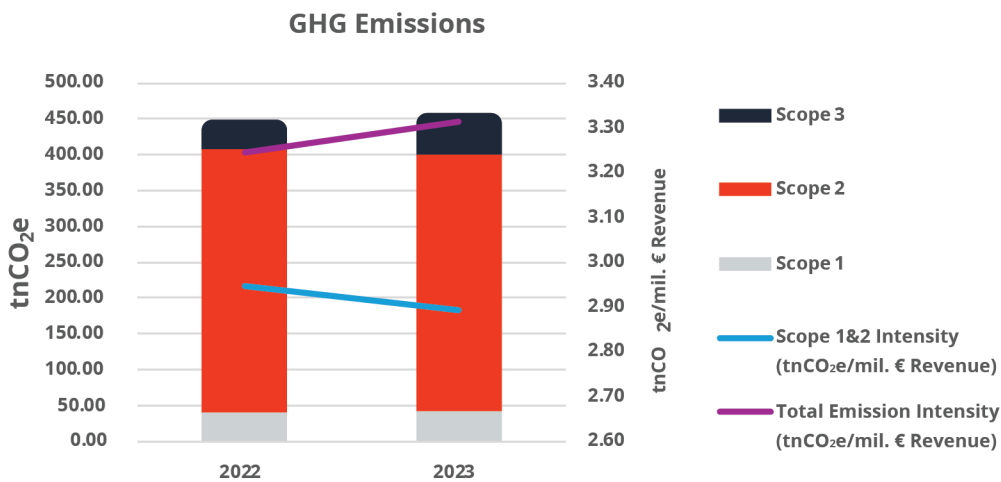


Energy consumption (MWh)	2022	2023
Electricity	695.95	680.15
Thermal energy	160.22	169.41
Total energy consumption	856.17	849.56
Energy intensity (MWh/mil. € revenue)	6.20	6.15

GHG emissions

PeopleCert tracks and reports its direct and indirect greenhouse gas emissions, showcasing its dedication to environmental transparency. By evaluating direct emissions from company vehicles, indirect emissions from energy use, and certain

Scope 3 emissions such as water usage and waste management, PeopleCert is able to gauge its overall environmental impact. This comprehensive evaluation helps identify improvement opportunities and supports efforts to lessen the company's carbon footprint, aligning with global climate action and sustainability goals.



GHG Emissions (tnCO ₂ e)	2022	2023
Scope 1	39.47	41.27
Scope 2	367.56	358.78
Scope 1 Intensity (tnCO ₂ e/mil. € Revenue)	0.29	0.30
Scope 2 Intensity (tnCO ₂ e/mil. € Revenue)	2.66	2.60
Total Scope 1 & 2 Emissions	407.03	400.05
Scope 1&2 Intensity (tnCO ₂ e/mil. € Revenue)	2.95	2.89
Purchased goods and services	0.32	0.44
Fuel and energy-related activities (not included in Scope 1 or Scope 2)	39.76	56.87
Waste generated in operations	1.20	0.83
Scope 3	41.28	58.14
Total emissions	448.31	458.19
Total emission intensity (tnCO ₂ e/mil. € Revenue)	3.25	3.31

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

Waste management

Adopting robust strategies for waste management is critical for any enterprise looking to reduce its impact on the environment and make better use of resources. The circular economy is a model geared towards sustainability, emphasizing the extended use and recycling of materials and products. Adoption of this model can contribute to global efforts to combat climate change while also providing business benefits such as cost-efficiency and enhanced reputation due to sustainable practices. By promoting the longevity of products and significantly minimizing waste, companies can make impactful changes. Shifting towards a circular economy requires the implementation of innovative waste management solutions.

At PeopleCert, we are committed to contributing to global sustainability efforts by reducing waste in alignment with circular economy principles. We collaborate with accredited entities and experts responsible for managing all stages of waste handling—from collection and transport to treatment, recycling, and disposal. Our commitment extends to ensuring that these processes comply with the environmental regulations of each country in which we operate. By embracing circular economy practices, we are playing our part in the worldwide movement towards a more sustainable future.

In 2023, PeopleCert reported a total waste generation of 10.7 tonnes, representing a roughly 14% reduction compared to previous periods.

In 2023,

10.57 tonnes

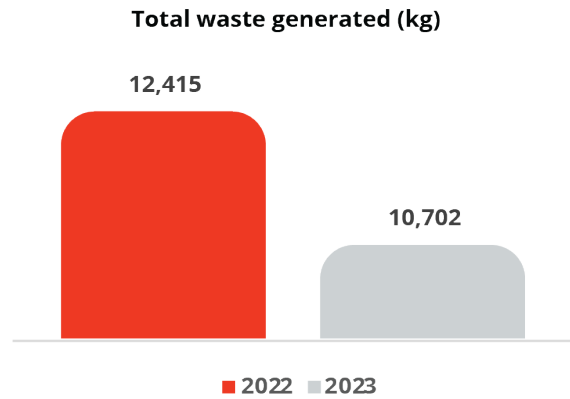
of waste were diverted from disposal and were recycled.

In 2023,

0.13 tonnes

of waste were directed to landfill.

	2022	2023	% Difference
Total waste generation (kg)	12,415	10,702	-14%

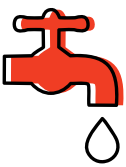


The following table presents detailed quantities of waste directed to disposal and waste diverted from disposal for the year 2023.

Waste material	Landfill (kg)	Recycling (kg)
Paper	129.7	10,120
Toner	-	-
Lamps	-	0
Small electrical items	-	277
Batteries	-	-
Plastic	-	130
Metals	-	45
Total (kg)	129.7	10,572.0

All waste recycled are managed off-site by licensed partners.

Water consumption

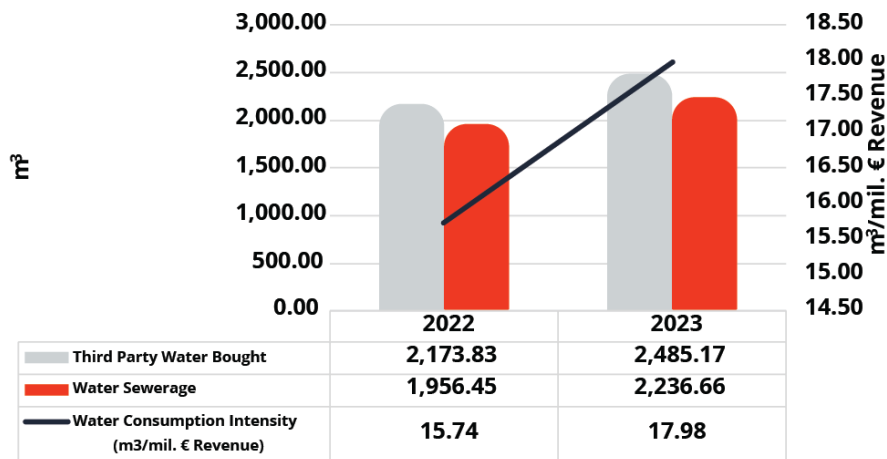


Our organization’s dedication to environmental consciousness is significantly reflected in our water management strategies within our offices. Managing water use meticulously is key to fulfilling our sustainability objectives. We aim to substantially cut down on our water usage by employing a combination of methods: fitting low-flow fixtures, carrying out consistent upkeep to avoid leaks, raising awareness among staff about conserving water, and utilizing sophisticated water tracking systems to review and understand consumption trends.

In 2023, PeopleCert’s total water usage amounted to 2,485.17 m³.

Moving forward, we are dedicated to enhancing our water management practices to achieve more sustainable resource usage and contribute to global sustainability initiatives.

Water Management at Peoplecert



Committing to climate change mitigation

Climate change is primarily driven by human activities that increase concentrations of greenhouse gases in the atmosphere. Recent studies, including those conducted by the Climate Change Impacts Study Committee (CCISC) in Greece, underscore the urgent necessity of reducing emissions to mitigate the potential of a 6°C temperature rise by 2100. The European Union has established ambitious targets to reduce greenhouse gas emissions by at least 55% by 2030, aligning with its commitments under the Paris Agreement and the European Green Deal.

Businesses are not only impacted by the effects of climate change but also play a crucial role in contributing to European and global climate neutrality goals. This includes supporting the essential transition to limit the global temperature increase to well below 2°C compared to pre-industrial levels, with a preferred target of 1.5°C.

At PeopleCert, we are dedicated to supporting global climate targets. Our goal is to achieve net-zero carbon emissions by 2050, aligning with the EU and UK 2020 carbon neutrality objectives. This commitment extends to aligning our operations and services with the UN Sustainable Development Goals (SDGs), ensuring that sustainability is at the core of our business strategy.

To effectively combat climate change, we have implemented environmental measures across all our facilities. These targets are central to our comprehensive Sustainability Plan, guiding our efforts in energy efficiency, emissions reduction, water conservation, and waste management. By 2025, our goal is to reduce our direct emissions by 10% through various energy-efficient initiatives. Additionally, we are committed to annually decreasing our water and waste footprints by 4%, bolstered by ongoing employee education and the adoption of environmental best practices.



Social Accountability

Our commitment to sustainability development goals:



At a glance

Empowering a Diverse & Committed Workforce

900+
employees

60/40
women/men
ratio

40
nationalities

28.8
average training hours
per employee

€1.85mn
in health and safety
investments

30
community initiatives

Building the Future of Knowledge With Our People

300 employees
have obtained
PRINCE2
Certification

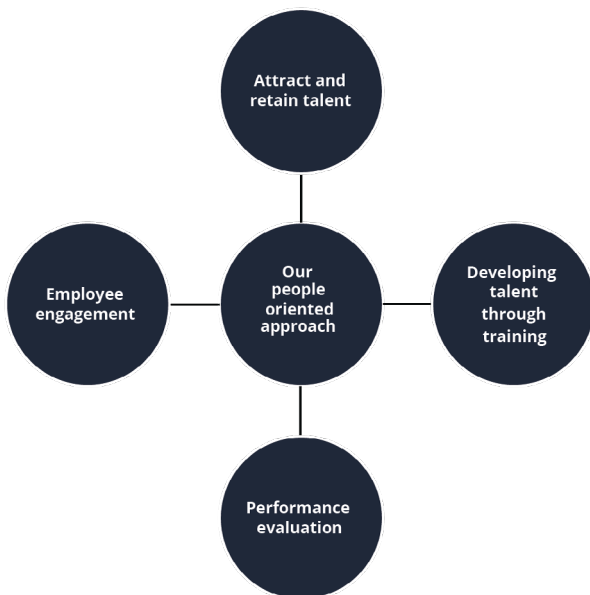
250 employees
have obtained
ITIL4
Certification

Goals and
Targets

48+ Employee
Benefits

Our approach

At the heart of our organization lies a commitment to cultivating a unified culture and a holistic approach that empowers our people. Rooted in our core values, Quality, Innovation, Passion, and Integrity, we have designed our approach around four key pillars that serve as the foundation of everything we do. These pillars guide us in achieving our mission and driving sustainable success:



In our efforts to create a fair, equal, and safe working environment for all our people, we have implemented policies that promote integrity and accountability. These policies ensure that all our employees are protected and at the same time they feel secure in reporting any incidents of malpractice, discrimination, or harassment.

Code of Conduct

Our Code of Conduct is a crucial element ensuring that our operations adhere to the highest ethical standards. It provides clear guidelines for our employees, emphasizing the importance of integrity, transparency, and accountability throughout our operations. By upholding these principles, we foster a trustworthy and respectful work environment, which is essential for building strong relationships with our stakeholders.

We have strong values

Quality, Innovation, Passion, and Integrity rule every aspect of our daily work. No compromises!

At PeopleCert, our employee management practices fully align with national legislations, emphasizing in anti-discrimination and anti-harassment principles. All employees, regardless of age, sex, nationality, race, religion, sexual orientation, physical ability, marital status, or gender, are treated equally. New hires are informed about our policies, values, procedures, and the Code of Ethical Conduct. By recruiting and retaining capable individuals, we cultivate a transparent, independent, and merit-based work environment which is crucial to our organizational development.

Policy of elimination of violence and harassment at work

In full compliance with applicable legislation, we have implemented the Policy of Elimination of Violence and Harassment, showcasing our zero tolerance to any form of violence and harassment at work. Our purpose is to protect human dignity and promote a fully protected and safe working environment for all employees. We empower and encourage our people to report any incident, ensuring that the proper procedures are followed.

Whistleblowing Policy

PeopleCert has implemented a Whistleblowing Policy, designed to encourage employees to report illegal and unethical behaviours, including any violations of national and European law. The aim of this policy is to create a safe reporting mechanism that will foster transparency, accountability, and integrity throughout our operation.

Grievance mechanism

We have implemented a grievance mechanism ourselves, which promotes fair treatment and mitigation of potential conflicts, while fostering trust and transparency in our workplace. We strive to ensure our employees feel safe and heard, encouraging them to raise any concerns they may have. This approach fosters continuous improvement within our organization.

Diversity and inclusion

In our daily business operations, we are committed to promoting equity, diversity, and inclusion, creating an open and fair working environment free from any form of discrimination based on personal characteristics, such as sexual orientation, age, gender, religion, and more. We support our people in living according to their desires and beliefs, encouraging them to freely express themselves with respect for one another.

We are a team

Personnel from different nationalities and cultures work with each other towards a common goal. We blend together but still stand out!

Human rights

We promote and protect human rights as defined by national and international laws. We recognize the inalienable right of every person to the full enjoyment of their human rights and we actively work to prevent any form of violation.

Our policy on modern slavery

PeopleCert does not tolerate any form of modern slavery. This commitment is embedded in our Code of Conduct, which applies to all PeopleCert directors, managers, employees, contractors, trainees, and volunteers. Thus, we are confident that there is no kind of modern slavery within our organization.

Although PeopleCert had a total workforce of 911 individuals at the end of 2023, we remain a close-knit organization. As such, we are confident that the occurrence of modern slavery within our workforce is highly unlikely. Our efforts to eliminate modern slavery focus on ensuring fair pay and working conditions, as these are the primary areas of risk.

In the important matter of fair pay, it is our policy to compensate all employees significantly above of the minimum wage. Currently our lowest-paid employees receive between 10-13% more than the minimum wage. We ensure fair working conditions for all employees, and we take pride in our admirable record of employee longevity.

All PeopleCert staff are required to be familiar with the Code (including its provisions on modern slavery). Our Safeguarding training program, which was adopted in 2020, includes modern slavery awareness and is part of our ongoing commitment to child and vulnerable adult protection policies and procedures.

Why PeopleCert is an employer of choice

PeopleCert is committed to fostering continuous professional development by offering a range of targeted employee benefits. These include comprehensive training programs, access to industry certifications, and opportunities for career advancement. Our tailored skill development initiatives, especially in the rapidly evolving technology sector, empower employees to stay ahead of industry trends. Over 300 employees, for instance, have earned the globally recognized PRINCE2 Project Management certification. In addition, we offer private health insurance and other supportive benefits to ensure overall wellbeing, allowing our team to focus on their professional growth with confidence.

The 911 employees at PeopleCert enjoy excellent career advancement opportunities. Notably, 126 employees have been with the company for 5 to 30 years, and in 2023 alone, 133 employees were promoted to higher positions. Regardless of their tenure, all employees have access to a wide range of opportunities to develop their skills and advance their careers. We offer tailored training programs, workshops, and mentorship initiatives, that focus on both professional growth and personal development. Additionally, employees are encouraged to explore cross-functional projects and take on new challenges that broaden their expertise. This commitment to continuous learning ensures that everyone has the tools and support needed to thrive in their role and beyond.

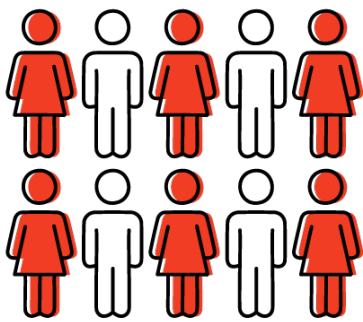
We pride ourselves on maintaining a 50-50 gender balance across all hierarchical levels. With an average employee age of 30, we employ people of all age groups showing our commitment to diversity. PeopleCert's multicultural character is further enriched by the 40 different nationalities represented within its workforce.

Our employees thrive in a supportive, family-like atmosphere where they are genuinely cared for and valued. Whether facing personal challenges, such as health concerns, or celebrating life's joyful moments such as weddings and births, they know they can rely on the unwavering support of the management team and their colleagues. This environment of compassion and solidarity allows them to feel truly connected and appreciated, making it easier to navigate both the ups and downs of life with confidence and comfort.

At PeopleCert, we take pride in being a responsible employer, actively engaging in meaningful social initiatives that make a tangible impact on our employees, society, and the environment. From empowering our team through wellness programs to driving sustainability efforts and fostering transparency in governance, we are committed to creating lasting value. Our holistic approach ensures that while we support our people and communities, we also contribute to a better, more sustainable future.

Our people

In PeopleCert, we recognize the importance of creating and maintaining a high expertise, motivated and well-trained workforce, thus we constantly strive to advance our approach. By attracting and retaining young, talented, and promising individuals, we ensure the preservation of a diverse, safe, and inclusive working environment grounded in mutual respect. Training is central to our operations, playing a vital role both within and beyond our company. We invest in an innovative, well-structured, and varied training approach that enables our people to reach their full potential.



911
employees

60/40
women/men
ratio

94%
full time
employees



513
employees in Greece



10
employees in Cyprus

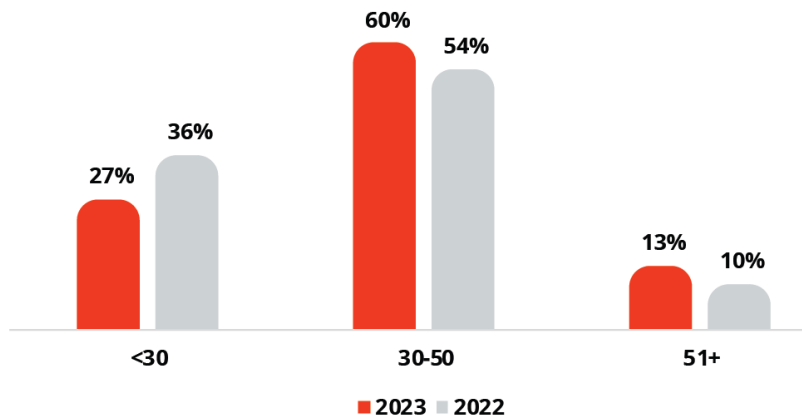


18
employees in United Kingdom



370
employees in the rest of the world

Employee distribution by age



Attract and retain talent

As a global leader in the assessment and certification of professional skills, we strive to attract talented, high skilled professionals who will contribute to our development and help maintain our leading position. PeopleCert’s hiring process is based on meritocracy and impartiality, ensuring that candidates are evaluated solely on their professional and interpersonal skills, free from any form of discrimination. Our purpose is to attract individuals who will embrace and promote our values, becoming integral members of our corporate culture.

To further expand our talent pool, we participated in JobDay 45+ and the JobDay Refugees 2023, where our efforts were recognized with the **“HeRa” Distinction** at HR Community Conference & Awards for HRM Social Work.

Recruitments by gender



Developing our people through training

We place great emphasis on the training and development of our people, recognizing the importance of both their personal and professional growth. We strive to ensure that all our employees have the opportunity to develop their talents, expand their knowledge and effectively respond to challenges and clients' requirements.

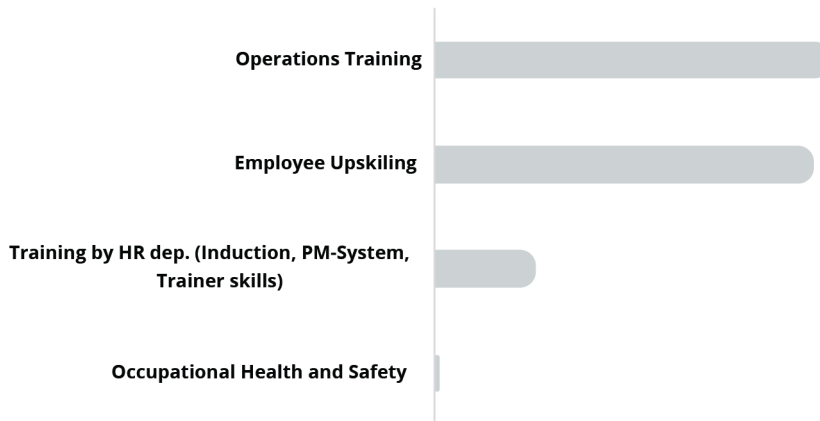
We continuously invest in training programs that address employee and market needs, as well as industry megatrends. Our goal is to create a well-trained and adaptable workforce, capable of facing any challenge, combining knowledge with strong interpersonal skills, fully aligned with our values

We are everywhere

There is no place in the world where we do not conduct business! We excel because we have the resources and technology to deliver the highest quality of service.

and culture. Our training programme is designed with these goals in mind and provides our employees with a variety of topics as described below:

Training per subject



26,259
training hours

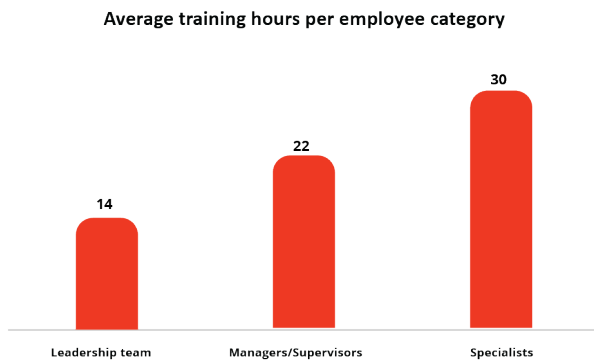
208
hours of training for
Cybersecurity

900+
employees trained in AI



28.8
average training hours
per employee

28.2
average training hours
per female employee



We strive to empower our employees at all hierarchical levels to effectively handle their job duties. As a result, seminars for managers are conducted to help them build strong relationships of trust with their team, while time-management seminars are held for employees to support them reduce stress and anxiety.

Onboarding

Our training approach begins on the very first day an employee joins the Company. We have implemented a comprehensive onboarding process to smoothly introduce new hires to their job duties and our Company's culture. The onboarding process includes among other topics, the following:

Since 2019, we have launched Bamboo HR and Canvas e-learning platforms allowing us to inform our employees about both mandatory and personal training opportunities.

- Company's policies and procedures
- Values and ethical standards
- Role-specific training
- Code of Conduct
- Introduction to team members and key stakeholders
- Overview of company structure and operations
- Health and safety protocols
- Tools and resources essential for the job
- Continuous support and mentorship programs

This thorough onboarding ensures that new employees are well-prepared and integrated into our organization from the outset.

Employee performance evaluation

Performance management system

At PeopleCert, we are committed to fostering an environment of continuous improvement and professional growth. Thus, the new Performance Management System of PeopleCert aims at the effective, valid, and consistent development of the employees' performance, over a given period.

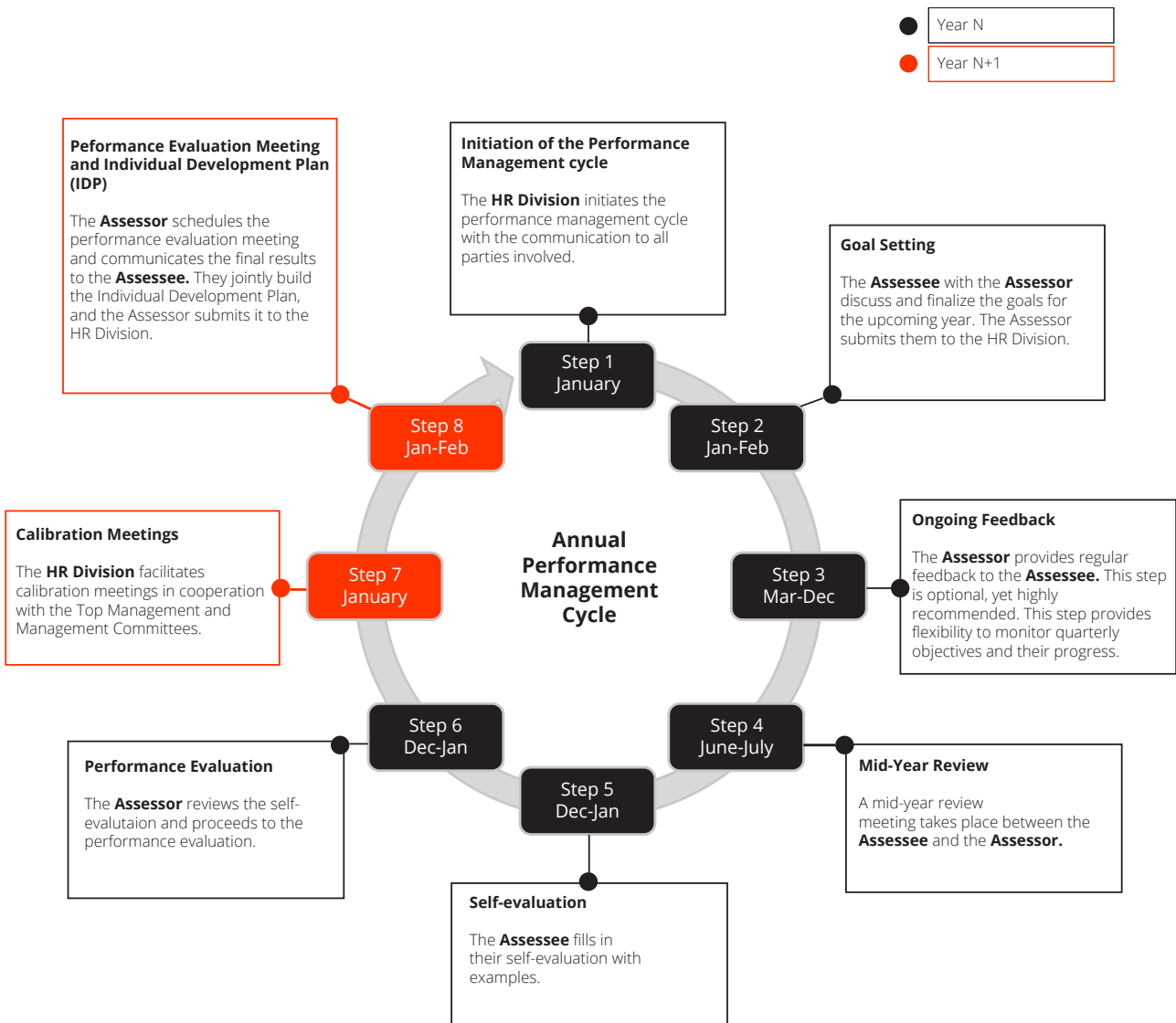
It encourages the two-way communication between employees and their direct managers, resulting in a concrete understanding of what is required, when it is required and how the employee's contribution to the company's results is measured. The System supports the company by determining its employees' development needs to provide them with the necessary tools and developmental assistance.

We promote a **performance-oriented culture** by focusing on the development of the employees through their training and a continuous feedback culture. The effectiveness and efficiency of the Performance Management System lies in the following characteristics when implemented:

- **Transparency:** The System is common for all employees, based on clearly defined performance standards and evaluation criteria.
- **Objectivity:** The System is based on the assessment of objectives and behavioural competencies that can be observed and evaluated through a consistent and trustworthy framework.
- **Fairness:** The evaluation compares the actual level of performance versus the desired based on objective and measurable criteria, thus ensuring fair treatment of all employees.
- **Continuous Development:** The System aims to support the employees' individual development through specific actions, based on the employees' strengths and areas of improvement and communication, and above all based on their willingness to develop.

- **Continuous Feedback:** The System aims to promote two-way communication between the employees and their direct managers through continuous feedback (either official or unofficial) to nourish and establish a culture of constructive feedback.
- **Continuity:** The Performance Management System runs in an annual ongoing way.

Following the above, the Performance Management cycle (Figure below) begins with the goal setting for the following year and ends with the assessment of the achievement of the year's objectives. A detailed description of each step of the process is outlined below:



We are constantly updating the Performance Management System to meet the company's stakeholders and employees' needs for growth and development through it. Finally, by implementing a comprehensive and transparent evaluation process through the Performance Management System, we ensure that all employees have the support and resources they need to succeed and thrive within our organization.

133
employees were promoted in 2023

Employee engagement

Employee engagement is a key aspect of our success and growth. Through our comprehensive benefit system and the communication channels we have implemented, we aim to create a committed, engaged, and motivated workforce that will effectively respond to our clients' needs, while promoting our core values.

PeopleCert Pulse Survey

With this in mind, we conducted the **PeopleCert Pulse Survey**, an employee satisfaction survey, to gauge the pulse of our people.

Objectives

Active participation: To achieve a participation rate of over 75% to have a statistically significant sample and ensure valid conclusions.

Recognition of successful practices: To identify and continue successful practices by constantly enriching them.

Collaboration with employees: To create an Action Plan together with our employees.

Identification of improvement areas: To identify areas for improvement in our employees' experience.

Improvement of policies: To improve our policies and make them more effective and relevant by aligning them with the emerging needs of our employees, as they arise from the post-covid era and the multi-generational work environment.

Survey Results

Participation rate: We achieved a high participation rate of 76%.

Engagement rate: The company's engagement rate was 72%, with 64% of people being highly engaged and stating their intention to build a long-term career with the company.

100% completion of open questions: The complete responses to open questions with employees' suggestions helped us gather their diverse needs and adjust our policies to align with our diverse and multi-generational environment.

Building a flexible and inclusive workplace

Our people are the foundation of our success, and their engagement drives our growth. By providing a robust benefits program and fostering open communication, we are dedicated to building a workforce that is not only motivated and committed but also aligned with our core values. These efforts enable our employees to excel in meeting client needs while contributing to a positive and dynamic work environment:

Flexible working hours: We provided flexibility in arrival times, allowing employees to manage personal needs and obligations.

Team-bonding activities and employee events: We implemented team-bonding activities across all departments, combining group activities that build trust and cooperation with fun. These initiatives not only strengthen interpersonal relationships but also foster a sense of belonging and shared purpose, contributing to a more collaborative and motivated workforce.

Major events in Greece and London: We organized in-person events for “Pita-cutting” and rewarding employees for their long-term and successful tenure with gifts and many pleasant surprises for all, such as a car raffle.

Creation of social clubs: We started creating social clubs to bring employees with common interests (arts, sports, innovation hubs) together to enhance connection, teamwork, and foster stronger bonds among them and with the company.

Restrooms: Restrooms are equipped with personal hygiene and grooming products for all genders (for example, sanitary napkins, wipes, and deodorants).

Through this survey and subsequent initiatives, PeopleCert has significantly enhanced the dialogue between employees and their managers, positively impacting the overall employee experience. These efforts have not only refreshed our policies but have also aligned them with modern needs and challenges. As a result, we’ve seen a boost in employee engagement and satisfaction, fostering a stronger, more collaborative workplace community.

- Job openings available exclusively to current employees, promoting internal career growth
- Various events and gifts (ie Pita, Tsiknopempti, wellbeing week, and so on)
- Wellbeing week, during which each year PeopleCert celebrates with fun activities that include employees in Greece, UK, Cyprus and employees that work remotely (for example, yoga, fitness meals).

Furthermore:



Employee benefits

As a people-oriented Company, we strive to provide our employees with benefits that exceed each country’s legal obligations and promote their wellbeing. Our benefit system focuses on team building and psychological wellbeing. We offer a comprehensive array of benefits, totalling 45, with the following being just a few highlights:

- Postgraduate courses and training funding
- Two free certifications of our total portfolio/year
- Netflix subscriptions
- Open access to our certifications library for self-studying
- Discount to all PeopleCert certifications for family members
- Free access to ESI Microsoft Learning Platform
- Referral bonus
- Gift cards for weddings and newborns
- First aid open seminars
- Free coffee and tea at the premises

Our communication channels

Our people are the cornerstone of our successful operation. Trust, mutual communication, and respect are the foundation of our approach to providing a safe, inclusive, and open working environment. We aim to establish communication channels that allow us to build strong relationships with our employees, encouraging them to share both their professional and personal issues they may face.

To this end, we have established the following communication channels:

- Grievance mechanism
- SharePoint/ Intranet
- HR Team email about their concerns
- Employee satisfaction survey
- Open door policy, encouraging them to share their issues.

“Value the most”

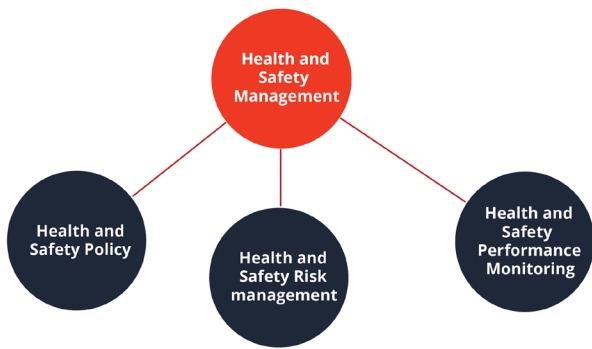
“Value the most” is an initiative that provides employees with the opportunity to nominate colleagues who, in their opinion, best embody PeopleCert’s values, citing specific behaviours and incidents.

The aim of this initiative is to enhance employee engagement through peer recognition, thereby strengthening their bonds and fostering a supportive work environment.



Occupational health and safety

Our strategy for maintaining a secure workplace centres on prevention, recognizing hazards, and evaluating possible occupational health and safety risks. We have established the implementation of corresponding preventative strategies:



- **Setting up safety features:** Making sure that all required safety features are in place and functioning correctly.
- **Formulating and sharing emergency protocols:** Creating and disseminating understandable emergency protocols.
- **Monitoring and reviewing health and safety:** Continuously monitoring the management of health, safety, and wellbeing at work, and regularly reviewing and revising our Health and Safety Policy to maintain safe and healthy working conditions.

Health and safety policy

With the aim of creating a robust occupational health and safety culture, we have implemented a Health and Safety Policy that supports the effective establishment of safety measures and ensures the wellbeing of our people in the workplace.

Specifically, PeopleCert is responsible for:

- **Ensuring workplace safety:** Keeping the work environment secure, reducing health hazards, and offering proper facilities for staff welfare.
- **Facilitating safe entry and departure:** Guaranteeing secure entry to and exit from the work environment, especially in emergency situations.
- **Confirming skills and providing training:** Ensuring employees are qualified for their roles and have access to sufficient training, knowledge, instruction, and oversight on safe work practices.

Health and safety risk management

Recognizing the critical importance of occupational health and safety, we implement rigorous measures to minimize potential risks, ensuring the safety of our employees, partners, and third parties.

Comprehensive training forms the core of our risk prevention and mitigation strategy. All employees receive thorough instruction on exit procedures, assembly points, and emergency protocols.

114

Health and Safety training hours

100%

of the designated employees have completed Health and Safety training

x8

increase in health and safety investments

We are committed to continually improving our facilities and maintaining safe working conditions to protect everyone within our premises:

Location: Our buildings are conveniently located near public transit and pedestrian-friendly zones.

Building access: A universally accessible path connects the main entrance and nearby transit.

Entrances and ground floor: We maintain smoke-free entry points and well-lit indoor areas, which are open to the public.

Workspaces: Every facility is equipped with first aid kits and fire extinguishers in visible locations.

Shared spaces: Regularly cleaned restrooms and break rooms feature informational hygiene signage, with a communal break area for all.

Dining areas and snack bars: Shared kitchens include electrical appliances, kitchenette amenities, and complimentary water coolers.

Additionally, employees benefit from natural lighting, window views with adjustable shades, accessible thermal controls, and freely available workspaces for flexible use.

In the context of our holistic and long-term approach we provide our employees with a comprehensive health programme that covers both medical and therapeutical needs. Additionally, everyone has access to health workers who offer guidance on various health issues including musculoskeletal problems related to posture and positioning.

We support the wellbeing of our employees in both their physical as well as psychological health. To this end, we have implemented remote working and flexible working hours. We also conduct seminars with the professional psychologists to empower our employees.

At PeopleCert we are feeling good!

At PeopleCert, the wellbeing of our employees is a top priority. Through our "PeopleCert We're Feeling Good!" initiative, we have implemented a range of programs and benefits to support both mental and physical health. Below are some key actions we have taken to foster a healthier and more supportive work environment:

We received the Bronze Award at the Health & Safety Awards for: Health & Wellness Initiatives out "At PeopleCert We're Feeling Good!" program.

1. Physical wellbeing

- Participation in events such as Race for the Cure and Athens Marathon.
- Monthly wellbeing allowance for UK employees for wellness activities.

- Occupational health services, ergonomic support, and wellness equipment at the office.
- Promoting cycling with dedicated bike parking spaces.

2. Emotional wellbeing

- **Trainings:** Leadership, feedback, time management, and mental health seminars.
- **Benefits:** Coverage for therapy during COVID-19, comprehensive health plans, and regular wellness competitions.
- **Workplace culture:** Open-door HR policy, diversity and inclusion initiatives, flexible work hours, and hybrid/remote work options. Regular satisfaction surveys and celebrations of global and local traditions.

3. Wellbeing week

Organized activities such as chair massage, yoga, healthy meals, Zumba, and mindfulness seminars across all offices and remote locations.

Performance monitoring

Performance monitoring is a crucial tool for effectively recording and assessing potential risks, allowing us to take appropriate corrective measures when necessary. Consequently, we monitor specific indicators related to our performance on Health and Safety issues.

Performance Indicator	2022	2023
Lost-time injuries (LTIs)	0	0
Lost Time Injury Frequency Rate (LTIFR)	0	0
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	1,790,800	1,481,040





Our Social Contribution



G I V E

Our approach

At PeopleCert, our commitment to creating a positive social impact is deeply ingrained in our business ethos. We are steadfast in our engagement with stakeholders, consistently striving to foster sustainable development within the communities we serve. By strategically aligning our business operations with the specific needs of these communities, we not only strengthen but also empower the relationships we build, based on mutual trust and respect.

PeopleCert's dedication goes beyond merely achieving business objectives; it encompasses a comprehensive vision of social responsibility aimed at making a substantial and lasting impact. Our goals are to empower individuals, enhance local economies, and foster a sustainable future for all. Through ongoing interaction and collaboration with our stakeholders, we ensure that our efforts are directly aligned with the genuine needs and aspirations of the communities we are a part of.

In addition to these efforts, we actively encourage our employees to propose and engage in CSR actions that resonate with them personally. This participatory approach allows us to implement initiatives that are not only impactful but also fueled by the genuine interests and passions of our team. Such engagement ensures that our corporate social responsibility efforts are meaningful and have a lasting effect on both our communities and employees.

By integrating these practices into our core business strategy, PeopleCert solidifies its role as a socially responsible leader, dedicated to not just business success but also to the betterment of society. We believe that by supporting community-driven initiatives and empowering our employees to take action, we can contribute significantly to the global push for sustainable and equitable growth.

Our four main pillars

With the aim of maximizing our added value to society, we address various community needs by implementing a range of social actions. In 2023, our initiatives targeted sustainable development focused on supporting communities in crisis, promoting sports, reducing social inequalities, preserving cultural heritage, and supporting education and youth through scholarships. Our social initiatives are based on the following major pillars:



Preservation of cultural heritage

Our cultural heritage is an integral component of our community's history and identity, playing a crucial role in fostering understanding and appreciation of cultural diversity on a global scale. Recognizing its significance, PeopleCert is committed to contributing to the preservation of cultural heritage

Our Contribution:



through a range of philanthropic donations and initiatives. We actively support projects and programs that safeguard historical sites, promote the arts, and encourage the transmission of cultural knowledge and traditions. Through these efforts, we aim to honour and maintain the rich tapestry of cultural heritage, ensuring its continuation for future generations.

Restoration of monuments of cultural significance

At PeopleCert, we deeply understand the immense cultural, historical, and spiritual significance of historical monuments as pivotal symbols of our collective heritage. Committed to preserving these invaluable treasures, we engage in extensive restoration and preservation efforts. These initiatives not only protect the structural integrity of these sites but also ensure their stories and significance are passed down through generations. By doing so, we help maintain a tangible connection to our past, fostering a greater appreciation of our shared history and cultural identity for future generations.

- The historic Assumption of Theotokos of Balinos in the Keratios area, a revered temple from Byzantine Constantinople located in the Balinos district of Fanari, has seen a significant revitalization. This extensive restoration project, generously funded by Byron Nicolaidis, Founder and CEO of PeopleCert, included the reconstruction of the collapsed roof and a thorough restoration of the extensively damaged interior. Additionally, meticulous conservation efforts were undertaken on the church's icons, safeguarding these invaluable cultural heritage artifacts. This initiative has breathed new life into a key historical and religious landmark, ensuring its preservation for future generations.
- The meticulous restoration of the Church of St. George, the oldest Greek Orthodox church in Vienna, has breathed new life into this historic landmark, preserving its cultural and spiritual importance. This careful process not only restored the structural integrity of the church but

also accentuated its intricate historical details, ensuring that its art and architecture continue to inspire both the community and visitors.

The project reflects a strong commitment to safeguarding Vienna's rich heritage, allowing this architectural gem to remain a vibrant part of the city's storied landscape.

Establishment of a playground in the Holy Metropolis of Chalcedon

To actively contribute to the local community, we established the first playground in the Holy Metropolis of Chalcedon, situated within the Chalcedon Educational Association building. We provided all the necessary equipment for this playground, creating a safe and engaging space for children to play and learn. This initiative represents a valuable enhancement to the educational and recreational facilities available in the greater area, supporting the development and wellbeing of local children.

Promotion of the Ancient Greek language

As part of PeopleCert's commitment to ESG and Corporate Social Responsibility initiatives, LANGUAGECERT continuously evolved its certification offerings, specifically targeting educational institutions. In a pioneering move, we honoured the rich history and timeless values associated with classical antiquity by introducing the world's first global qualification in Classical Greek to educational institutions. This initiative underscored our dedication to educational excellence and cultural preservation, providing students in schools around the globe with the opportunity to connect deeply with the historical depths and intellectual heritage of Classical Greek civilization. Through this program, we not only supported academic growth but also fostered a broader appreciation of the cultural foundations that shape our world.

Humanitarian aid

PeopleCert is deeply committed to making a significant impact through its

humanitarian aid actions. As a global leader in certification and learning, the organization leverages its resources and expertise to provide immediate relief and support to communities in crisis. PeopleCert's humanitarian efforts focus on addressing urgent needs such as food security, healthcare access, and emergency response, particularly in regions struck by natural disasters or conflict. By mobilizing swiftly and effectively, PeopleCert aims to alleviate suffering, maintain human dignity, and support the resilience and recovery of affected populations. These actions not only reflect PeopleCert's dedication to social responsibility but also underscore its commitment to making a positive difference in the world.

Our Contribution:



Emergency relief and response

We are committed to providing disaster relief to communities affected by natural and man-made crises. We focus on delivering immediate aid, such as food, shelter, medical supplies, and financial assistance, through partnerships with local and international organizations. Our efforts aim to support the most vulnerable, helping them recover and rebuild in the aftermath of disasters.

- **Support Ukraine**

Supported by sending power generators to help communities facing severe energy shortages due to war. These generators are crucial for providing electricity to hospitals, schools, and homes, ensuring that essential services continue to operate despite disruptions. By supplying power generators, we can make a tangible difference in the lives of those affected, offering them warmth, light, and the means to stay connected during these challenging times.

- **Daniel storm**

The PeopleCert team is actively assisting the village of Vlochos, Thessaly in Greece by collecting

essential supplies for the 467 residents who have sustained irreparable damage to their homes, because of the devastating floods that occurred.

- **Turkey and Syria earthquake**

In response to the devastating earthquake in Turkey, PeopleCert took swift action to support those affected. The company provided thermal blankets to help people cope with the harsh conditions in the aftermath of the disaster. Additionally, PeopleCert employees established a fund to further assist the people of Turkey and Syria. To maximize the impact, PeopleCert matched the contributions made by employees, effectively doubling the total amount raised and significantly increasing the support provided to those in need.

Support for refugees and displaced people

PeopleCert is committed to supporting refugees and displaced persons, primarily through its partnership with community-led NGOs. This collaboration has enabled refugees to learn English and earn a language certification, crucial for integrating into new communities and enhancing their employment prospects. Additionally, PeopleCert provides financial aid to support the broader needs of refugees, underlining the organization's dedication to making a significant, positive impact on society.

Support local schools within the diaspora by providing nutritious meals

PeopleCert has expanded its support to the Holy Trinity Church in Stavrodromi, Istanbul, by supplying meals to students at Zappeio, Zographeio, and the Dimiourgiko Ergastiri schools. Our efforts significantly bolstered the Soup Kitchen's capacity to prepare and distribute nutritious school meals, ensuring that students at these local community schools have access to healthy food. This initiative underscores our dedication to fostering the wellbeing and educational success of young people within the community.

Donations in memoriam

PeopleCert is dedicated to honoring the memory of our colleagues' family members through a thoughtful donation initiative. This program supports causes and charities that were meaningful to the individual or their family, celebrating their legacy and extending their impact within the broader community. By implementing this initiative, we reaffirm our commitment to empathy and demonstrate our respect for those who have touched our employees' lives, while upholding our values of compassion and community engagement.

Reduction of social inequalities

Our initiatives focus on supporting communities in crisis. Staying dedicated to our commitment "We stand together", our employees, actively help their fellow humans by collecting and donating essentials, such as water, long-lasting food supplies, baby supplies, cleaning supplies, clothing.



Individual aid

Providing financial support to individuals facing cancer, including assistance for treatments and medications, as well as support for families who have lost loved ones, ensures that patients have access to necessary medical care without the burden of financial stress. Additionally, this support extends to offering emotional and financial assistance to families navigating the loss of a loved one, helping them manage the associated expenses and cope with their grief. PeopleCert is committed to creating a more inclusive and compassionate society, one life at a time. We provide individual aid to people:

- Facing financial challenges
- In need of educational scholarships
- Healthcare access
- Refugees

Collaboration with various organizations that support vulnerable groups

PeopleCert is deeply committed to collaborating with organizations that support vulnerable groups, enhancing our collective impact on those who need it most. Through these partnerships, we contribute to initiatives that address critical health challenges, provide essential services, and advocate for those who are often overlooked. Below are some of the key organizations we collaborate with:

- Oloi Mazi Mporoume
- Race for the Cure
- Floga
- Shelter of Love
- Solidarity Now
- Prostate Cancer UK
- Race for Autism
- Cancer Patient Guidance Center

These collaborations underscore our dedication to making a meaningful difference in the lives of vulnerable individuals and communities.

Supporting education and knowledge sharing

Recognizing the immense potential of young people as catalysts for societal development and progress, PeopleCert is

committed to supporting them in achieving their aspirations. In line with this commitment, the company offers scholarships to a various of universities. These scholarships provide students with the financial support they need to pursue their education and reach their full potential. By investing in their academic and professional growth, PeopleCert empowers young individuals to achieve both their personal and professional goals, fostering a generation of future leaders and



innovators. This initiative underscores our dedication to nurturing talent and contributing to the advancement of education and society as a whole.

PeopleCert has generously provided over 130 vouchers for its diverse range of products, including LANGUAGECERT exams, PRINCE2®, and ITIL® certifications. These vouchers have been allocated to a variety of initiatives, benefiting educational institutions, nonprofit organizations, refugees, individuals facing financial challenges, and attendees of corporate and business summits. This initiative highlights PeopleCert's dedication to fostering professional development and enhancing educational access across various sectors and communities, reinforcing its commitment to social responsibility and community support.

PeopleCert scholarships - “Honouring our Teachers from Constantinople”

This initiative was designed to invest in the next generation and promote academic excellence. The program offered scholarships to postgraduate and PhD candidates from Istanbul, Imbros, and Tenedos, celebrating the legacy of three eminent professors from Istanbul who exemplified the virtues of exemplary role models. By honoring these educators, the initiative supported the academic aspirations of promising students and fostered a culture of learning and excellence.

The event was held at the Zografeion Lyceum in Istanbul, attended by Ecumenical Patriarch Bartholomew and other distinguished guests. The ceremony recognized the significant educational contributions of dedicated educators and introduced the “Ecumenical Patriarch Bartholomew Award”.

LANGUAGECERT scholarships

Language holds the transformative power to enhance higher education access and boost career

opportunities. Committed to delivering superior language assessments and certifications, LANGUAGECERT provides equal testing opportunities worldwide. In partnership with the Hispanic Association of Colleges and Universities (HACU), Community Colleges for International Development (CCID), and Languages Canada, LANGUAGECERT offers scholarships to international students who pass the LANGUAGECERT Academic or ESOL English proficiency tests. These scholarships enable recipients to study at member institutions in North America, opening new academic and professional opportunities and underscoring LANGUAGECERT's dedication to empowering individuals through education and language proficiency.

Impactful sponsorships and knowledge sharing

At PeopleCert, we recognize the transformative power of collaboration and knowledge sharing in driving innovation and advancing societal progress. Our sponsorships are a testament to our commitment to fostering world-class innovation, supporting educational initiatives, and contributing to the professional development of individuals and organizations across various sectors.

Through our funding, we actively engage with thought leaders, industry experts, and aspiring professionals, creating dynamic platforms for dialogue, learning, and growth. These initiatives enable us to support cutting-edge research, promote best practices, and facilitate the exchange of ideas that lead to meaningful advancements. Below are some of our key sponsorship activities that underscore our dedication to making a positive impact in the realms of learning and technology.

Contributions:

ITIL 4 Integration Webinar:

Co-hosted with Quali7, this webinar focused on “Balancing Velocity and Resilience, and the Practice Management Approach”, offering valuable insights into IT service management.

Voxxed Days Thessaloniki:

As Gold Sponsors, we supported this tech event where our VP People & Culture, Dimitra Karakosta, delivered a speech on how to “Develop” your Unicorn Career in Tech.

Tech Tour South East 2023:

We sponsored the Special Dinner at Zappeion Megaron. Our Founder and CEO, Byron Nicolaides, delivered a keynote on PeopleCert’s journey from an innovative startup to becoming the first Greek Unicorn in 2021.

Leading and Managing in the Digital Era Conference:

As Diamond Sponsors, we participated in a panel discussion on “Transforming People and Organizations”, organized by Athens University of Economics and Business, Stevens Institute of Technology, and Bodossaki Foundation.

TechSaloniki 2023:

As Gold Sponsors, we engaged in interactions, workshops, and networking. Dimitra Karakosta delivered a speech on “PeopleCert: A Global Leader in the Learning & Technology Area”.

Delphi Economic Forum VIII:

Proud sponsors where our CEO participated in panels discussing PeopleCert’s growth story, the future of Classical Greek, and Greek-Turkish relations.

Project-Challenge Spring 2023:

As Platinum Sponsors, we supported the UK’s leading event for Project, Programme, Process, and Resource Management.

TEDxAUEB 2023:

Sponsored and led an interactive workshop on diversity and inclusion by our VP People and Culture.

Panorama of Entrepreneurship and Career Development:

Sponsored the largest multi-conference on entrepreneurship for young people in Greece. Our CEO and representatives discussed career paths in technology and the future of the industry in Greece.

Pink 23 at the Bellagio, Las Vegas:

Sponsored and participated in this significant event, contributing to discussions and networking.

Through these sponsorships, PeopleCert demonstrates its unwavering commitment to sharing knowledge, fostering innovation, and supporting the development of individuals and organizations in the learning and technology sectors. Our active participation in these events highlights our role as a catalyst for positive change and professional growth on a global scale. We take pride in creating opportunities for learning, facilitating the exchange of ideas, and driving advancements that benefit both professionals and industries worldwide. This dedication underscores our mission to be at the forefront of educational and technological progress, ensuring that we contribute meaningfully to a brighter future for all.

Ethical Business Practices

Our commitment to sustainability development goals:



At a glance

Management Systems

Accredited by:

ISO 17024 - Certification of Persons - since 2006

Recognised and regulated by:

Ofqual (in England) and **Qualification Wales** (in Wales) as an awarding organization – since 2017

Certified by Lloyds UK, according to:

- **ISO 9001** - Quality Management - since 2000
- **ISO 14001** - Environmental Management - since 2006
- **ISO 10002** - Customer Satisfaction and Complaints - since 2006
- **ISO 27001** - Information and Data Security - since 2008
- **ISO 23988** - Information technology - since 2013
- **ISO 22301** - Business Continuity - since 2015
- **Cyber Essentials** - since 2018

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

Strategic Governance and Risk Oversight

**Policies and
Procedures**

**Risk
Management**

**Goals and
Targets**

Our approach

PeopleCert's approach to corporate governance revolves around establishing a robust framework that ensures transparency, accountability, and ethical conduct throughout the organization. By adhering to best practices and regulatory standards, the Company cultivates a culture of integrity and trust. Through comprehensive policies and procedures, PeopleCert aims to effectively manage risks, safeguard stakeholder interests, and maintain high standards of operational excellence. This governance framework is designed to support sustainable growth and long-term value creation for shareholders, employees, customers, and the broader community.

A pivotal aspect of PeopleCert's corporate governance is its focus on continuous improvement and stakeholder engagement. The Company actively seeks feedback from stakeholders and integrates their insights into its governance practices, thereby enhancing decision-making

processes and aligning operations with stakeholder expectations. PeopleCert's board of directors plays a crucial role in overseeing governance activities, ensuring alignment with strategic objectives and ethical principles.

Moreover, PeopleCert invests in training and development programs to enhance the governance capabilities of its leadership team. By promoting a culture of continuous learning and adaptability, the Company ensures that its leaders are well-equipped to navigate an evolving business environment. These endeavours reflect PeopleCert's dedication to upholding the highest standards of corporate governance.

Through its comprehensive and dynamic approach to corporate governance, PeopleCert demonstrates its commitment to ethical conduct, transparency, and long-term value creation, reinforcing its position as a trusted and responsible organization in the global marketplace.



Organizational structure

Our Board of Directors (BoD) is dedicated to fostering a culture of business integrity, responsible decision-making, and accountability. The Board plays a crucial role in guiding and evaluating the organization's overall strategy and direction. Meeting on a quarterly basis, the Board's responsibilities include reviewing the financial health of the Company and evaluating the annual self-assessment report. This process ensures that the organization remains aligned with its strategic goals and maintains a strong foundation for sustainable growth and ethical practices.

Board of Directors

The Board of Directors holds comprehensive authority over all aspects of the Company's management, asset administration, and overall objectives. It delegates specific responsibilities to the CEO, Chief Officers, CFO, and other Board Members. The Board is responsible for establishing the Company's core values and strategic direction, ensuring these principles are consistently upheld. It also approves the Company's strategy and business plan, and regularly monitors their implementation.

The Board is tasked with evaluating opportunities and risks associated with the Company's strategy, and oversees the measures taken to manage these factors effectively. As of December 31, 2023, the Board of Directors comprised the following members:

Board of Directors membership

Byron Nicolaides	CEO, Executive Director
Mike Milanovic	Executive Director
Brad Bernstein	Executive Director
Katerina Pramadari	Executive Director
Maury Shenk	Executive Director
Duncan Ian Arthur Campbell Byatt	Executive Director
Richard Neal Garman	Executive Director
Georgios Giannetsos	Executive Director

Audit Committee

PeopleCert's Audit Committee is responsible for overseeing the integrity and transparency of the organization's financial reporting, internal controls, and compliance with regulatory requirements. Comprised of independent directors with expertise in finance, accounting, and corporate governance, the audit committee ensures that PeopleCert adheres to high standards of financial accountability and ethical practices.

The Audit Committee is tasked with reviewing and monitoring the company's financial statements, ensuring the effectiveness of internal control systems, and overseeing the internal and external audit processes. The committee works closely with auditors to evaluate the accuracy and completeness of financial reports, assess risks related to financial reporting, and ensure compliance with relevant laws and regulations. Additionally, the Audit Committee is tasked with reviewing and updating financial policies and procedures to maintain best practices in financial management. By diligently performing these functions, the audit committee plays a crucial role in safeguarding PeopleCert's financial integrity and fostering trust among stakeholders.

Due Diligence Process

The Standard Operating Procedure (SOP) for due diligence establishes a robust and systematic approach to gathering, analysing, and reporting information crucial for assessing potential partnerships and investments. This SOP ensures that all relevant data is meticulously collected and reviewed, facilitating a comprehensive evaluation that aligns with our company's strategic objectives. It provides clear guidelines for effective communication and collaboration between internal teams and external entities, thereby promoting a cohesive and well-coordinated due diligence process.

The scope of this SOP encompasses all phases of the due diligence process, from the initial collection of information to the final generation of assessment reports. It also includes the necessary support and coordination activities required to maintain effective communication across departments and with external stakeholders. This process is triggered when external partners initiate discussions or negotiations with the company, indicating potential collaborations, investments, or business transactions. The primary inputs for this procedure include cross-departmental collaboration and internal resources, which are vital for compiling accurate and relevant information. The outputs are the completed self-assessment forms, which are used by external parties to evaluate the credibility, validity, and associated risks of entering into a partnership with our company.

This structured approach ensures that all due diligence activities are conducted efficiently, with a clear allocation of roles and responsibilities, supporting informed decision-making at the highest levels of governance. This process will be presented to the Audit Committee to ensure thorough oversight and alignment with our compliance and strategic objectives.

Risk management and internal controls

To ensure the continuous improvement of our core business areas and adherence to PeopleCert's ethical business standards, we implement robust risk management and internal control systems. Our comprehensive risk management procedure, overseen by the Regulatory Compliance and Risk Management Department in conjunction with other business units, is a key component of our Internal Control System. This procedure involves identifying, analysing, prioritizing, treating, monitoring, and reporting key risks associated with our operations. It aligns closely with our corporate strategy to maintain operational continuity and integrity across all aspects of our business.

Our risk management program is designed to mitigate potential adverse impacts on financial performance by addressing a range of financial risks, including market, credit, and liquidity risks. Through comprehensive identification, assessment, and reporting, we facilitate informed decision-making and efficient risk management in our daily operations and projects. We employ preventive, detective, and corrective measures to ensure a robust risk management framework. Additionally, we emphasize the integration of this structured and disciplined approach into our corporate culture. This enhances risk awareness, fosters a culture of proactive risk management, and strengthens communication channels both internally and externally.

PeopleCert recognizes the importance of addressing non-financial risks, including those related to health and safety, environmental concerns, and supply chain management. These risks are integral to our overall risk management strategy, as they can significantly impact our operations and reputation. We are committed to identifying, assessing, and mitigating these non-financial risks to ensure the safety and wellbeing of our employees, minimize environmental impact, and maintain the integrity and reliability of our supply chain.

Risk Committee

PeopleCert's Risk Committee is a specialized group tasked with the critical role of overseeing the identification, assessment, and management of risks across the organization. This committee is essential in ensuring that PeopleCert maintains robust risk management practices and adheres to high standards of corporate governance.

Comprising members with diverse expertise in risk management, compliance, finance, and corporate governance, the committee is responsible for identifying potential risks, including strategic, operational, financial, and compliance-related risks.

Key responsibilities of the Risk Committee include monitoring emerging risks, evaluating the effectiveness of internal controls and risk mitigation strategies, and ensuring compliance with relevant regulatory requirements. The committee also reviews and updates risk management policies and procedures to adapt to changing business environments and regulatory landscapes. By proactively addressing risks and implementing effective risk management practices, the Risk Committee helps protect PeopleCert's reputation, supports its strategic objectives, and promotes long-term sustainability and organizational resilience.

Bribery and corruption

We are unwavering in our dedication to conducting business with the utmost fairness, honesty, transparency, and ethical integrity, ensuring full compliance with all applicable laws. Our strict zero-tolerance policy towards bribery and corruption is a cornerstone of this commitment, recognizing that the reputation of PeopleCert is our most valuable asset. This reputation is diligently maintained through fair and responsible business practices, demonstrating our steadfast adherence to ethical principles and integrity across all areas of our operations. We are committed to continuously enhancing our ethical standards, fostering a culture of transparency and accountability that solidifies

our position as a trustworthy and responsible organization.

Conflict of interest

At PeopleCert, we prioritize the interests of our company, customers, and shareholders, adhering to the highest standards of integrity. We ensure that all decisions are made independently and impartially, without undue influence from personal relationships or interests, reinforcing a fair and transparent business environment.

It is imperative for everyone associated with PeopleCert to maintain the utmost transparency and integrity, avoiding any situations that could potentially create conflicts of interest. By adhering to these principles, we fulfil our responsibility to PeopleCert with professionalism and fairness, fostering a culture of trust and accountability.

Addressing concerns

We are committed to fostering a culture of transparency and openness. To this end, we actively encourage our staff, Test Centres, and candidates to report any concerns regarding the delivery of our exams and services. To facilitate this, we have implemented a whistleblowing policy, designed to ensure that instances of malpractice or poor practice are promptly reported and addressed. This policy allows us to take decisive action to protect the interests of all stakeholders, ensuring the integrity and quality of our operations.

To further uphold the integrity of our operations, we have instituted a comprehensive Malpractice and Maladministration Policy. This policy clearly outlines the procedural steps to be followed in the event of identified malpractice, ensuring rigorous investigations and the implementation of appropriate corrective measures.

Moreover, we have recently implemented a Complaints Policy to formalize and refine our approach to managing stakeholder concerns and complaints. This policy provides a systematic framework for monitoring and addressing feedback,

thereby reinforcing our dedication to delivering exceptional service and maintaining accountability throughout all areas of our operations.

Whistleblowing Policy

PeopleCert is dedicated to fostering a culture of openness and transparency. To support this commitment, a detailed Whistleblowing Policy has been established to encourage staff, centres, and candidates to report any concerns regarding the delivery of qualifications and services. Being informed about malpractice or poor practices enables necessary actions to safeguard the interests of stakeholders.

Staff members are strongly encouraged to contact the Human Resources department with any concerns. Understanding that there may be reluctance to report due to fear of retaliation, the Whistleblowing Policy includes information on the Public Interest Disclosure Act and outlines procedures for reporting issues. It also details the measures in place to protect whistleblowers.

Individuals wishing to raise an allegation or concern may contact the PeopleCert Quality team, whose contact details are provided at the end of this policy. When reporting, it is helpful to provide comprehensive information and supporting evidence, although clear evidence is not mandatory. A thorough description of the concern or circumstances will aid in the investigation process.



Quality assurance management

We recognize that the quality of our services is paramount to our success and reputation. High-quality standards ensure that we consistently meet and exceed the expectations of our clients, partners, and stakeholders. Maintaining superior quality in certification processes is crucial for building trust, ensuring compliance, and achieving sustainable growth. Our quality assurance approach is further validated by the trust and reliance placed on us by major global companies and government bodies, whose presence in our value chain underscores the robustness and reliability of our quality assurance processes.

requirements, driving compliance with both external and internal guidelines.

By engaging with all departments and stakeholders, the Quality team adopts a comprehensive approach to risk management and quality assurance. Their findings, reported to the Executive Team and Board, provide actionable insights, facilitating informed decision-making and necessary corrective actions. This governance structure enhances accountability, transparency, and continuous improvement, fostering a culture of operational excellence and positioning the organization for long-term success.

Quality management team

Our Quality team, supported by specialized professionals, ensures the effective implementation of management systems that align with internationally recognized standards and industry best practices. By proactively monitoring and evaluating all operational functions, the team ensures that all operations meet stringent quality

Management systems

Our management systems are integral to our quality culture, forming a comprehensive ecosystem that is closely linked to our commitment to sustainable development. Each standard, ranging from environmental management to business continuity, reflects our dedication to excellence, continuous improvement, and responsible practices across all aspects of our operations.



Certification of Persons



Quality Management



Customer Satisfaction & Complaints Handling



Environmental Management



Information Security



Use of IT in the Delivery of Assessment



Business Continuity

ISO 9001 – Quality: Certified by Lloyds UK since 2000, ensuring a robust framework for managing quality across all operations. This system provides a structured framework for our organization to enhance customer satisfaction, streamline processes, and continuously improve operational efficiency. By implementing ISO 9001, we ensure that our processes are well-documented, consistently monitored, and regularly optimized to meet both regulatory requirements and customer expectations. This system is central to our commitment to delivering high-quality outcomes in all areas of our business.

ISO 17024 - Certification of Persons: Since 2006, we have been accredited under ISO 17024, underscoring our commitment to rigorous standards in personnel certification. This accreditation ensures that our certification processes are fair, consistent, and in line with global best practices. Additionally, we have been recognized and regulated by Ofqual in England and Qualification Wales in Wales as an awarding organization since 2017, further ensuring our adherence to the highest regulatory standards. This dual recognition highlights our dedication to maintaining the highest levels of integrity and quality in certifying individuals across various disciplines.

ISO 10002 - Customer Satisfaction and Complaints Handling: Since 2006, we have implemented ISO 10002, ensuring a systematic and effective approach to managing customer feedback and complaints. This system is designed to enhance customer satisfaction by providing a structured process for addressing and resolving complaints, while also driving continuous improvement across our services. By adhering to this standard, we demonstrate our commitment to listening to our customers and making necessary adjustments to meet their expectations, ultimately fostering stronger customer relationships and trust.

ISO 14001 - Environmental Management: This system ensures that we implement a structured approach to managing our environmental responsibilities, promoting sustainable practices across all operations. For more information, please refer to page 44.

ISO 27001 - Information Security: Since 2008, we have adhered to ISO 27001, a globally recognized standard that ensures the security and resilience of our information management systems. This certification demonstrates our commitment to protecting the confidentiality, integrity, and availability of all data we handle. By implementing robust security controls and regularly assessing and mitigating potential risks, we safeguard against a wide range of threats, from cyberattacks to data breaches. ISO 27001 not only provides a framework for maintaining the highest standards of information security but also assures our stakeholders that their data is handled with the utmost care and vigilance. This system is integral to our overall risk management strategy, ensuring that we maintain trust and confidence in our information security practices across all areas of our business.

ISO 23988 - Information Technology: We adhere to the stringent standards set by ISO 23988 for IT management, ensuring the highest levels of integrity and reliability across our systems. Our commitment to these standards guarantees that our IT practices are robust, transparent, and consistently monitored for compliance. Through comprehensive auditing, regular updates, and continuous improvement protocols, we maintain the reliability and security of our technology infrastructure. This dedication to excellence not only protects our operations but also instils confidence in our stakeholders, assuring them that their data and interactions with our systems are secure and dependable.

ISO 22301 - Business Continuity: Our adherence to the ISO 22301 standard ensures that we are fully prepared to respond to and recover from any disruptions, maintaining seamless service continuity. This internationally recognized framework provides us with the tools to identify potential threats, assess their impact, and implement effective response strategies. By conducting regular risk assessments, business impact analyses, and rigorous testing of our continuity plans, we can swiftly mitigate disruptions and maintain critical operations. Our commitment to ISO 22301 not only protects our business but

also reassures our clients and partners that we can sustain our services under any circumstances, ensuring their operations remain uninterrupted.

Audit and quality assurance strategy for the secure english language tests

The Audit and Quality Assurance Strategy at PeopleCert, specifically for the Secure English Language Tests (SELTs), is designed to ensure that all test centres and internal processes meet stringent regulatory and contractual requirements. This strategy outlines a multi-stage audit process that includes the approval of new test centres, ongoing risk assessment, regular audits (both announced and unannounced), and mystery shopping. The strategy also includes internal audits of central services and an independent audit to verify the effectiveness of the self-audit process. These audits are crucial for maintaining the integrity, security, and compliance of the SELT operations, ensuring that PeopleCert consistently delivers high-quality and reliable services. Each audit stage is carefully managed by the Audit and Assurance team, which oversees the planning, execution, and follow-up of all audit activities, ensuring that any identified non-conformities are addressed promptly and effectively.

This strategy plays a vital role in safeguarding the reputation of PeopleCert, Prometric, and the regulatory authorities by maintaining high standards of quality assurance across all SELT operations. Through continuous monitoring, risk assessment, and corrective actions, the Audit and Quality Assurance Strategy ensures that all test centres operate in compliance with the required standards, thereby protecting the interests of candidates and upholding the credibility of the testing process.

The audit process

Audits are conducted at various stages, including the initial approval of test centres, ongoing risk assessments, and regular audits that may be either announced or unannounced. These audits assess compliance with operational standards, security protocols, and candidate experience requirements. The process is managed by the Audit and Assurance team, which is responsible for executing the audits, evaluating findings, and ensuring that any non-conformities are addressed through corrective actions. This rigorous audit framework ensures that PeopleCert consistently meets regulatory and contractual obligations, thereby maintaining the quality and reliability of its SELT operations.

Policies overview

Our company policies serve as the foundation for our commitment to maintaining high standards of conduct, integrity, and operational excellence across all areas of our business. These policies are meticulously developed to ensure compliance with industry regulations, ethical practices, and our organizational values. Regularly reviewed and updated, they reflect the evolving needs of our

stakeholders, the latest legal requirements, and best practices within our industry. Below is a detailed list of key policies that guide our operations, ensuring that we consistently operate responsibly, transparently, and in alignment with our commitment to sustainability and continuous improvement.

Policy and Codes	Last updated	Languages available
Code of Ethical Conduct	04/2024	English
PeopleCert Referral Policy	11/2022	English
Modern Slavery Act Statement	04/2024	English
Recruitment & Selection Policy (UK, RoW, Greece)	08/2022	English
Policy for the Elimination of Violence and Harassment at Work	06/2024	English, Greek
Business Travel and Expense Policy	05/2023	English
Whistleblowing Policy	05/2023	English, Greek
Equality & Diversity Policy	06/2024	English
Equipment Policy	05/2024	English
Attendance and Punctuality Departmental Policy and Approval Process	05/2023	English
PeopleCert Anti-Bribery Manual	02/2020	English
Training Policy - Book Lending - Vouchers	09/2020	English
Conflict of Interest Policy	04/2023	English
Personal Data Retention Policy	07/2024	English
Mobile Phone Policy	11/2019	English
Customer Service Code of Conduct	12/2019	English
Audit & Quality Assurance Strategy	02/2020	English
Safeguarding Policy	01/2019	English
Online Speaking Examiners Code of Conduct	05/2023	English
Online Proctors Code of Conduct	05/2023	English
Rescheduling Cancellation and Refund Policy	06/2024	English
Appeals Policy	04/2024	English
Complaints Policy	03/2024	English
Malpractice and Maladministration Policy	04/2024	English
Reasonable Adjustments and Special Considerations Policy	06/2024	English

Business Continuity Policy

Our Business Continuity Policy establishes a comprehensive framework aimed at ensuring the resilience of the organization in the face of potential disruptions. This policy outlines the principles and objectives for maintaining business continuity, focusing on safeguarding the company's operations, assets, and reputation from the impacts of unforeseen events, such as natural disasters, cyber-attacks, or other significant disruptions. The policy is aligned with ISO 22301 standards and covers all PeopleCert group companies, services, processes, technology assets, and premises, as well as third parties involved in the company's operations.

Key elements of the policy include the roles and responsibilities of the Business Continuity (BC) Sponsor, BC Manager, and other relevant stakeholders, who are tasked with ensuring the effective implementation of the Business Continuity Management System (BCMS). The policy mandates regular Business Impact Analyses (BIA), Risk Assessments, and the development of Continuity and Disaster Recovery Plans. These plans are tested and reviewed annually to ensure they remain robust and effective. Additionally, the policy emphasizes ongoing training, awareness, and communication across the organization to ensure that all employees are prepared to respond effectively in the event of a disruption. The overall goal of the policy is to maintain PeopleCert's ability to deliver its services at acceptable levels, even in the face of significant challenges, thereby protecting the interests of all stakeholders involved.

Business Continuity Committee

The Business Continuity (BC) Executive Committee at PeopleCert plays a crucial role in overseeing the organization's Business Continuity Management System (BCMS). Comprising key members of the executive team, including the Chief Executive Officer (CEO), Chief Risk Officer (CRO), Chief Operating Officer (COO) who acts as the BC

Sponsor, and the Physical Security Officer (PSO), this committee is responsible for ensuring that PeopleCert's business continuity strategies align with the Company's strategic objectives. The committee regularly reviews the effectiveness of the BCMS, approves critical continuity plans, and ensures that adequate resources are allocated for the implementation and maintenance of robust business continuity measures. Their leadership ensures that PeopleCert is well-prepared to respond to and recover from any disruptions, thereby safeguarding the organization's operations and reputation.

Compliance Internal Audit Policy

The Compliance Internal Audit Policy is designed to provide a systematic, independent, and objective assurance process that enhances the quality and effectiveness of the company's business processes, information security, business continuity, and environmental management systems. Adhering to ISO 19011 guidelines, the policy outlines a comprehensive approach to conducting internal audits, which are essential for ensuring compliance with PeopleCert's internal policies, international standards, and regulatory obligations. This policy explicitly excludes financial auditing.

The audit process is structured into three key stages: pre-audit planning, the execution of the audit, and post-audit follow-up. Before the audit, a detailed plan is established, ensuring all processes are reviewed annually. During the audit, auditors use various methods, including interviews and physical security checks, to evaluate compliance with relevant standards. Findings from the audit are classified based on severity, ranging from major non-conformities to potential improvements, and appropriate corrective actions are implemented. The policy also emphasizes the importance of auditor competence, requiring specific knowledge and skills to conduct audits effectively and provide leadership within the audit team. This structured approach ensures that PeopleCert continually

meets high standards of operational excellence and regulatory compliance.

Financial performance

In 2023, the Company demonstrated consistent financial performance, with revenue increasing slightly from €138.1 million in 2022 to €138.2 million in 2023. This 2.1% growth was primarily driven by the introduction of new products and revenue streams, alongside moderate price increases. Despite the stable revenue figures, there was a notable rise in both domestic and foreign purchases. Expenditures on domestic suppliers grew from €15.3 million to €18.3 million, marking an approximate 19.4% increase, while purchases from foreign suppliers jumped from €20.1 million to €26.1 million, representing an increase of around 29.7%. These changes highlight the company's adaptability and its efforts to balance domestic and international sourcing to support its operational needs.

Additionally, the cost of sales rose significantly by 65.2%, reaching €26.8 million in 2023, up from €16.3 million in 2022. This increase is largely attributed to heightened marketing expenses aimed at enhancing the performance of all product categories. Operating expenditure also saw a rise of 24.3%, totalling €53.5 million compared to €43.1 million last year, reflecting the Group's strategic investment in its growth plan. Overall, the financial outcomes demonstrate the company's robust approach to navigating market demands and investing in sustainable growth.

About the Report

Report profile: PeopleCert's ESG Report 2023 is the Company's fourth Report and covers the period 01.01.2023 - 31.12.2023.

In this Report, the Company presents how it responds to the various economic, social and environmental challenges, as well as the expectations/requirements of its stakeholders. It also presents its policies, procedures, strategy, management practice, goals, and ESG programs. The Company publishes its performance on each sustainability axis, with the ultimate goal of an open and transparent dialogue with its social partners.

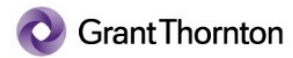
Scope and limits: There is no restriction on the scope or boundary of the Report that affects the comparison of information from year to year. The data included in the Report relate to the overall activity of PeopleCert. In the case of revisions, special reference is made to the individual sections, tables, or diagrams and the reasons for the revision are specified in the corresponding points.

Methodology: PeopleCert's ESG Report 2023 has been prepared in accordance with the GRI Standards (2021) guidelines of the international organization Global Reporting Initiative (GRI), at the core level, following both the principles of defining the content and the principles of determining the quality of the Report set out in the guidelines.

The identification, analysis, and prioritization of the most important issues was performed in accordance with international and European standards, such as the Global Reporting Initiative (GRI) guidelines. The Company supports the United Nations 2030 Agenda, as expressed by the 17 Sustainable Development Goals for 2030 (SDGs), having the intention to actively contribute to their achievement, through promoting prosperity, safety and security of the population, and protection of the environment.

Project Team: The Company's ESG Team is responsible for collecting and recording all necessary data and information regarding PeopleCert's performance in the pillars of

Sustainable Development. The members of the ESG Team come from all departments of the Company.



The development of the Report was carried out with the support and scientific guidance (data collection, evaluation, and writing) of Grant Thornton (www.grant-thornton.gr).

Sources of information: The data and information published in the Report have been collected on the basis of monitoring procedures applied at PeopleCert, as well as from the databases maintained in the context of the implementation of the Company's management systems. Where data obtained after processing or based on assumptions are listed, the way or method of calculation shall be indicated according to the guidelines of the GRI Standards.

External assurance: The data in this Report has not been externally verified by a third independent party. Nevertheless, recognizing the usefulness and added value that the external verification of the Report's data can offer, the Company will consider the possibility of an external audit in its next edition.

Contact about the Report: Please send any comments or suggestions to the following address.

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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	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
		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	<p>People initiatives and actions:</p> <ol style="list-style-type: none"> 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	<p>People initiatives and dedicated actions:</p> <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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	<p>People initiatives and dedicated actions:</p> <ol style="list-style-type: none"> 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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<p>5: Wellbeing</p>	<p>Improve health and wellbeing</p>	<p>MAC 7.1: Support health and wellbeing in the workforce</p>	<p>Physical wellbeing initiatives:</p> <ol style="list-style-type: none"> 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. <p>Emotional wellbeing:</p> <ol style="list-style-type: none"> 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.).
	<p>MAC 7.2: Influencing support for health and wellbeing</p>		

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. 10-13, 15, 86
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. 78
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

2024 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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