

ANNUAL SUSTAINABILITY MONITORING REPORT

January to December 2021

PeopleCert

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PROMETRIC



03 October 2022

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Introduction

Organisations' Summary

Organisations:	PeopleCert / Prometric
Site Buildings Included:	Premises in Greece, United Kingdom, Cyprus
Activities Included in Emissions Statement:	Electricity, Natural Gas, Leased Vehicles, Waste, Water
Date of Report:	03 October 2022

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

PeopleCert Profile

PeopleCert delivers exams in more than 200 countries, in 25 languages, through its state-of-the-art assessment technology, enabling professionals to reach their full potential and realise their life ambitions through certifications and learning. To date, PeopleCert has worked with 2,000 training Organisations and delivered 5.5 million examinations to individuals, 50,000 companies and 800 government departments. The business premises in Greece consist of a multi-storey building of 2,825.12 m² for Korai offices and a 1,907.33 m² multi - space for Panepistimiou offices. Cyprus and UK premises consist of single storey offices of 75 m² and 35 m² respectively.

Prometric Profile

Prometric is a leading provider of technology-enabled testing and assessment solutions to many of the world's most recognized licensing and certification organizations, academic institutions, and government agencies. The Organisation supports more than 7 million test takers annually at various testing locations in more than 160 countries around the world. Prometric has corporate offices and test centres around the world with the right resources in place. The business premises in UK consist of a single-storey building of 559 m² in Manchester.

About this Report

The present report provides an overall picture of progress against the Sustainability targets set for 2021 and across the various priority areas identified as part of PeopleCert's and Prometric's (the "Organisations") 2020-22 Sustainability Plan. The data reported in this document are derived from the issue-level monitoring that is performed by the Organisations, within their respective premises, as presented in the current document. This data is then consolidated and aggregated for further analysis and reporting. The present report does not constitute the Organisations' updated Sustainability Plan; however, it shall form the basis for the Organisations' Plan revision.

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

2020 & 2021 Sustainability and corporate social responsibility targets

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

Environmental Responsibility

Action Plan

Table 1 summarises a number of priority measures that were selected, during the formulation of the Organisations' Sustainability Plan, as initiatives that were likely to generate the most significant financial and CO₂e savings. It is important to note that most of the proposed measures have been applied to premises in Greece only, as the latter are responsible for the 99% of the total energy consumption of the Business.

More specifically for the year 2021, a renovation in one new floor in the organisation's premises in Panepistimiou street has been completed, followed by further energy efficiency strategies which are briefly described in the measures below.

Table 1: Action plan summary

No.	Measures per Pillar
Pillar I: Energy measures	
1	Monitor and manage energy use
2	Upgrade lighting to LED
3	Windows replacement
4	Window frames replacement
5	Heating units replacement
6	Apply controls and sensor technology
Pillar II: Waste measures	
7	Use of WARP-IT and similar programmes
8	Further waste reduction initiatives
Pillar III: Water measures	
9	Change flush valves
10	Touch free faucets

Progress against action plan

MEASURE 1 | Monitor and manage energy use

PeopleCert has proceeded with the first measure cited in the Sustainability Report (Measure 1 – Monitor and manage energy use), as PeopleCert's energy monitoring processes could be further developed to improve understanding and efficiency. The Company has already installed electricity usage monitors on the fuse boxes in its Athens offices, enabling energy consumption to be tracked in real time.

MEASURE 2 | Upgrade lighting to LED

During 2021, LED lighting has been installed in the renovated floor in the Panepistimiou str. building. During 2020, the organization completed the upgrade of all the lighting sources with LED lighting.

MEASURE 3 | Windows replacement

During 2021, the organization has replaced the windows in the renovated floor in the Panepistimiou str. building.

MEASURE 4 | Window frames replacement

During 2021, the organization has replaced the window frames in the renovated floor in the Panepistimiou str. building.

MEASURE 5 | Heating units replacement

During 2021, the organization has replaced the heating units in the renovated floor in the Panepistimiou str. building with energy efficient units. Furthermore, the Air Handling Unit and the VRV (Variable refrigerant flow) units for this floor have been replaced.

MEASURE 6 | Apply controls and sensor technology

During 2021, the organization has applied control systems and smart sensors in the renovated floor in the Panepistimiou str. building.

MEASURE 7 | Use of WARP-IT and similar programmes

PeopleCert has taken actions to reduce and recover waste during building operations. The Business has established the hierarchy of elimination, reduction, recovery and disposal to achieve its waste reduction goals. In more detail, PeopleCert has implemented the following initiatives:

- *Use of WARP-IT and similar programmes in Greece:* The market survey conducted did not reveal any potential partner for the reuse of materials, similar to Warp-It in UK. Therefore, all recyclable materials that are no longer used, are collected and delivered for recycling.
- *Meticulous monitoring and recording all types of waste arising, particularly recycling: Successfully completed. All recycling deliveries are recorded. Each record is accompanied by relevant documentation (hard copies – acknowledgment of receipt by the relevant recycling body, consignment note, etc).*
- *Equipping kitchens with recycling bins for plastic: Successfully completed. Similarly to 2020, during 2021 the Business continued regular recycling of plastics. All plastic materials are delivered to a certified recycling body, following a similar process to paper recycling.*
- *Radically reduce the consumption of single use plastic cups: Successfully completed. During 2021, we replaced a major part of our plastic cups with recycling paper cups and we use plastic cups only for water coolers.*

MEASURE 8 | Further waste reduction initiatives

No further initiatives were taken in 2021. The recycling of paper, plastic, toners, batteries, light tubes and non-functional electrical equipment has continued in 2021. The wastes of the aforementioned categories have been collected from recycling companies and a recycling certification with the amount of collected wastes for each category was given. Especially for the paper and plastic, the wastes have been firstly sorted in the recycling bins that are placed in the kitchen spaces and in some office spaces and then collected from the recycling companies.

In 2022 the company will continue the recycling of the above items and will also place bins for the recycling of aluminum wastes and communicate with a recycling company for the collection of these wastes.

MEASURE 9 | Change flush valves

During 2021, the organization has installed dual flush valves, of high and low flow, in the renovated floor in the Panepistimiou str. building.

MEASURE 10 | Touch free faucets

During 2021, the organization has installed touch free faucets in the toilets and kitchens, in the renovated floor in the Panepistimiou str. building.

Energy Consumption and Emissions Statement

PeopleCert: Year in Review (2021)

Table 2c details PeopleCert's estimated quarterly energy consumption together with its associated spend and carbon footprint, based on bill data and other internal documentation for year 2021. Total emissions include all or a combination of Scope 1 (Direct), Scope 2 (Energy Indirect) and Scope 3 (Other Indirect) conversion factors as per the World Resources Institute (WRI) greenhouse gas protocol methodology and the Association of Issuing Bodies (AIB). This depends upon the emissions source - see Assumptions for individual scopes and conversion factors used.

Table 2c: PeopleCert's targets and actual data for 2021

		Consumption Statement							
		Q1	Q2*	Q3	Q4	2021 Total	2021 Target	Annual reduction target	Results (% Change)
Energy Source		Consumption							
Electricity	kWh	159,359	173,954	237,636	158,577	729,526	560,033	2%	+30% ●
Leased vehicles	miles	29,913	25,206	26,227	42,268	123,614	247,433	2%	-50% ●
Water	m ³	466	389	456	534	1,845	2,860	2%	-35% ●

		Emissions Statement*							
		Q1	Q2*	Q3	Q4	2021 Total	2021 Target	Annual reduction target	Results (% Change)
Emission Source		Production							
Electricity	tCO ₂ e	85.0	92.7	127.0	83.4	388.1	445.3	2%	-13% ●
Leased vehicles	tCO ₂ e	9.4	8.3	7.3	12.3	37.3	54.8	2%	-32% ●
Water**	tCO ₂ e	0.7	0.4	0.2	0.2	1.5	-	-	-
Total	tCO₂e	95.1	101.4	134.5	95.9	426.9	500.1	2%	-15%*** ●

*Excluding CO₂ emissions from waste generation

**The calculation of CO₂ emissions for water relates only to indirect emissions (Scope 3) and it is based on the carbon factor of 0.344 (kgCO₂/m³) for water supply and 0.708 (kgCO₂/m³) for sewage and wastewater treatment.

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

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

In 2021 there has been an increase of 30% to the electricity consumption, because the Company has expanded its operations and another floor was added to its premises in Athens.

PeopleCert: Previous Year (2020)

Similarly, **Table 2b** details PeopleCert’s estimated annual energy consumption together with its associated spend and carbon footprint, based on bill data and other internal documentation for the previous reporting year (2020). Between 2019 and 2020 there was a reduction of 161.6 tCO₂e.

Table 2b: PeopleCert’s emissions statement for 2020*

Emission Source	Consumption		Annual Emissions (tCO ₂ e/year)			Total Emissions (tCO ₂ e/year)
			Scope 1	Scope 2	Scope 3	
Electricity	530,858	kWh	n/a	332.8	-	332.8
Leased Vehicle Mileage	71,975	miles	n/a	n/a	27.2	27.2
Water	2001	m ³	n/a	n/a	2.0	2.00
Total			n/a	332.8	29.2	362

*Excluding CO₂ emissions from waste generation

PeopleCert: Baseline Year (2019)

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

Table 2a: PeopleCert’s emissions statement for 2019*

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

*Excluding CO₂ emissions from waste generation

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

Figure 1: PeopleCert’s emissions breakdown for 2019

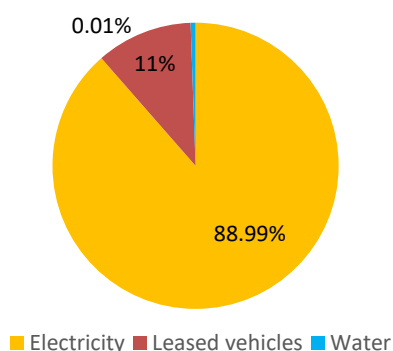
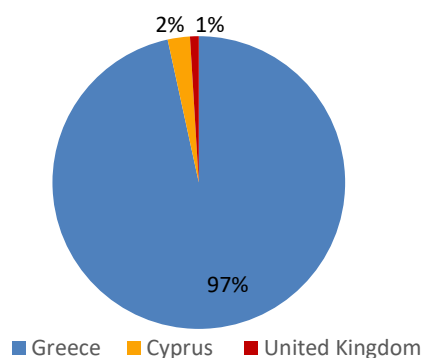


Figure 2: PeopleCert’s emissions per country for 2019



Prometric: Year in Review (2021)

Table 3c details Prometric’s estimated quarterly energy consumption together with its associated spend and carbon footprint, based on bill data and other internal documentation for the year 2021. Total emissions include all or a combination of Scope 1 (Direct), Scope 2 (Energy Indirect) and Scope 3 (Other Indirect) conversion factors as per the CEDA and GHG Protocol methodology. This depends upon the emissions source - see Assumptions for individual scopes and conversion factors used.

Table 3c: Prometric United Kingdom offices’ emissions statement for 2021

		Q1	Q2	Q3	Q4	2021 Total	2021 target	Annual reduction target	Results (% change)
Energy Source		Consumption							
Natural Gas	kWh	21,482	57,182	37,038	7,668	123,370	691,303	2%	-82% ●
Electricity	kWh	2,510	7,021	3,601	30,225	43,357	73,913	2%	-41% ●

		Q1	Q2	Q3	Q4	2021 Total	2021 target	Annual reduction target	Results (% change)
Emission Source		Production							
Natural Gas	tCO ₂ e	4	10.5	6.8	1.4	22.7	144.82832	2%	-84% ●
Electricity	tCO ₂ e	0.59	1.64	0.76	6.42	9.41	26.02684	2%	-64% ●
Total	tCO₂e	4.59	12.14	7.56	7.82	32.11			

Figure 3b presents each of Prometric’s emission sources as a proportion of the total emissions statement for 2021.

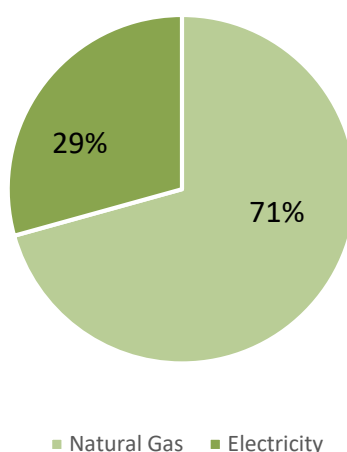


Figure 3b: Prometric’s emissions breakdown for 2021

Prometric: Previous Year (2020)

Similarly to the baseline year of 2019, **Table 3b** details Prometric United Kingdom offices’ estimated annual electricity consumption together with its associated spend and carbon footprint, based on bill data and further assumptions for the baseline year 2020. Between 2019 and 2020 there was a reduction of 80.74 tCO₂e.

Table 3b: Prometric United Kingdom offices’ emissions statement for 2020

Emission Source	Consumption		Annual Emissions (tCO ₂ e/year)			Total Emissions (tCO ₂ e/year)
			Scope 1	Scope 2	Scope 3	
Natural Gas	420,743	kWh	-	n/a	-	80.3
Electricity	46,314	kWh	n/a	-	-	16.86
Total			-	-	-	97.16

Prometric: Baseline Year (2019)

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

Table 3a: Prometric United Kingdom offices’ emissions statement for 2019

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

Figure 3a presents each of Prometric’s emission sources as a proportion of the total emissions statement

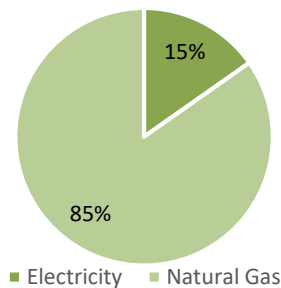


Figure 3a: Prometric’s emissions breakdown for 2019

Waste Generation Statement

Year in Review (2021)

Tables 5a and 5b detail PeopleCert's quarterly waste generation and collection per disposal method, based on data collected and other internal documentation for the year 2021. Total figures include waste materials sent to landfill and recycling. Where feasible, PeopleCert recycles most of the paper consumed, electric devices and other equipment.

Table 5a: PeopleCert's total waste generation (2021)

		Q1	Q2	Q3	Q4	Year Total	Annual target	Annual Reduction Target (%)	Progress VS Annual target
Waste generation	kg	117.2	143.0	152.9	172.2	585.3	1,045	2%	-44% ●

Table 5b: PeopleCert's waste generation and collection (2021)

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

Figure 5 illustrates PeopleCert's total landfill and recycling waste generation by material type, in kg, for the year 2021.

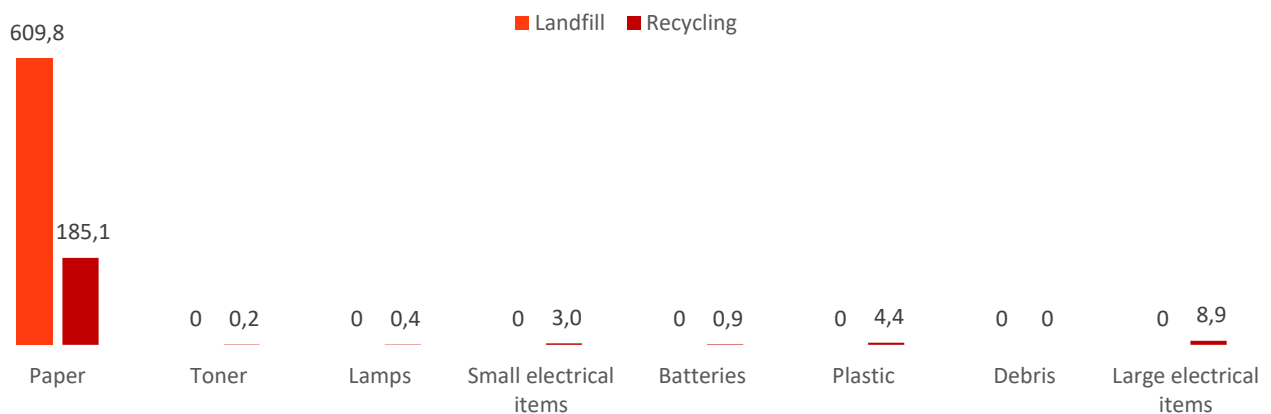


Figure 5: Total landfill and recycling waste generation emissions by material type – (kgCO₂e), for 2021

Previous Year (2020)

Similarly **Tables 4c** and **4d** detail PeopleCert’s quarterly waste generation and collection per disposal method, based on data collected and other internal documentation for the year 2020. Total figures include waste materials sent to landfill and recycling. Where feasible, PeopleCert recycles most of the paper consumed, electric devices and other equipment.

Table 4c: PeopleCert’s total waste generation (2020)

	Q1	Q2	Q3	Q4	Year Total	Annual target	% Reduction	Progress VS Annual target
Waste generation kg	58	18	0.15	18.75	94.9	1,100	2%	91%

Table 4d: PeopleCert’s waste generation and collection (2020)

Material	Landfill	Recycling	Landfill	Recycling
	Kg/Year	Kg/Year	CO ₂ e kg	CO ₂ e kg
Paper	134.9	4,037	140.6	0.09
Toner	0	50	-	1.13
Lamps	0	0	-	-
Small electrical items	0	154	-	3.36
Batteries	0	24	-	1.6
Plastic	0	61	-	1.3
Debris	0	14,810	-	0.02
Large electrical items	0	138	-	3.0
Total (Kg/yr)	134.9	19,724	140.6	10.5
Total (Tonnes/yr)	0.1349	19.724	0.14	0.01

Baseline Year (2019)

Tables 4a and **4b** detail PeopleCert’s annual waste generation by country together with its associated carbon footprint, based on data collected and other internal documentation for the baseline year 2019. Total emissions include waste materials sent to landfill and recycling. For landfill, the factors in the tables include collection, transportation and landfill emissions (‘gate to grave’). For combustion and recycling, the factors consider transport to an energy recovery or materials reclamation facility only. This is in line with GHG Protocol Guidelines, with subsequent emissions attributed to electricity generation or recycled material production respectively.

Figure 4c illustrates PeopleCert’s total landfill and recycling waste generation by material type, in kg, for the baseline year.

Table 4a: PeopleCert’s total waste generation and collection (2019)

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

Table 4b: PeopleCert’s total waste generation and collection per disposal method together with its associated carbon footprint (2019)

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

*Number changed due to false calculations

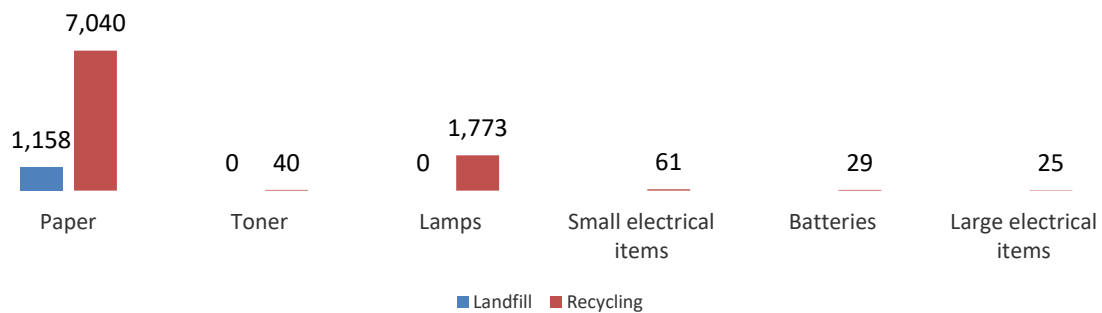


Figure 4c: Total landfill and recycling waste generation by material type – (kg), for 2019

Water Use Statement

PeopleCert: Year in Review (2021)

Table 7 and **Figures 7a, 7b** showcase PeopleCert’s annual water use by country together with its associated carbon footprint, based on data collected for the year 2021. The calculation of CO₂ emissions for water relates only to indirect emissions (Scope 3) and it is based on the carbon factor of 0.149 (kgCO₂e/m³) for water supply and 0,272 (kgCO₂e/m³) for sewage and wastewater treatment.

Table 7: PeopleCert’s total water use and collection (2021)

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

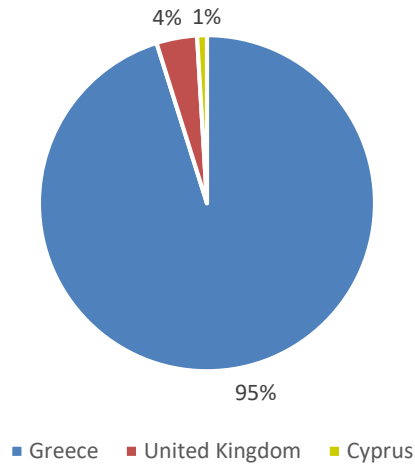


Figure 7a: Total water supply per country (2021)

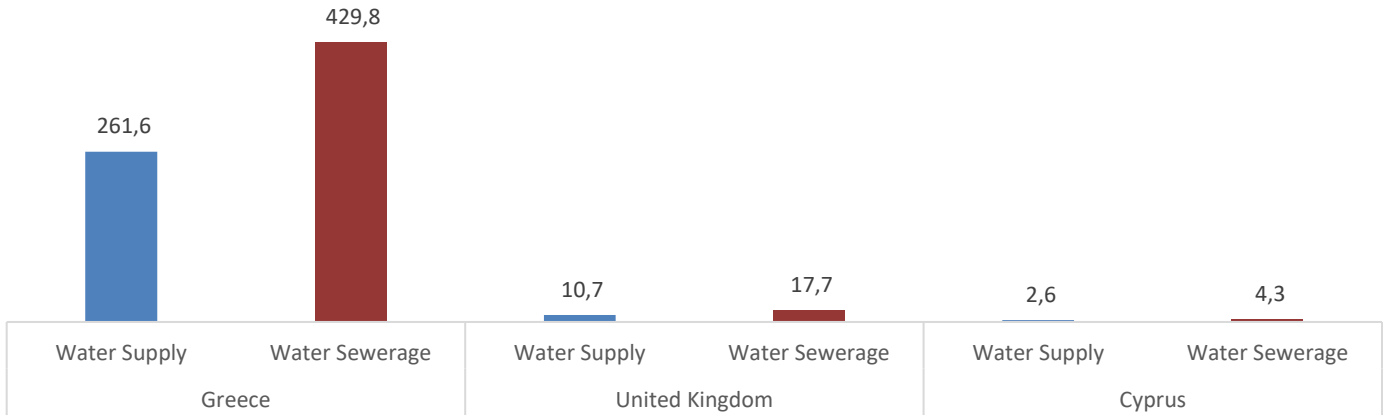


Figure 7b: Water supply and water sewerage emissions (kgCO2e) for 2021

PeopleCert: Previous Year (2020)

Similarly, **Table 6b** showcases PeopleCert’s annual water use by country together with its associated carbon footprint, based on data collected for the year 2020.

Table 6b: PeopleCert’s total water use and collection (2020)

	Greece		United Kingdom		Cyprus	
	Water Supply	Water Sewerage	Water Supply	Water Sewerage	Water Supply	Water Sewerage
m ³ /year	1,711	1,540	279	251	10.7	9.5
Scope 3 (tCO ₂ e/year)	0.70	1.00	0.09	0.17	0.00	0.01

PeopleCert: Baseline Year (2019)

Table 6a and **Figures 6a, 6b** demonstrate PeopleCert annual water use by country and Prometric’s (London) annual water use together with its associated carbon footprint, based on data collected for the baseline year 2019. The calculation of CO₂ emissions for water relates only to indirect emissions (Scope 3) and it is based on the carbon factor of 0.344 (kgCO₂/m³) for water supply and 0.708 (kgCO₂/m³) for sewage and wastewater treatment.

Table 6a: PeopleCert’s total water use and collection (2019)

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

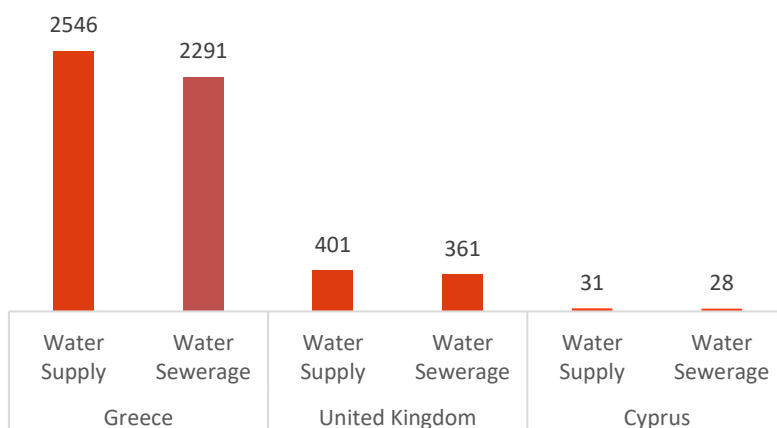
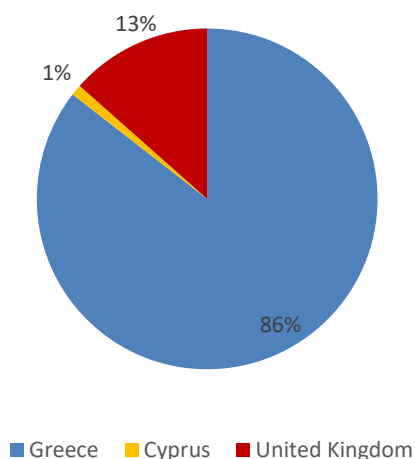


Figure 6a: Total water supply per country (2019)

Figure 6b: Water distribution including water supply and water sewerage – (m³), for 2019

Society

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

Recruitment

As respect to equality and diversity play a vital role, PeopleCert aims to employ experienced individuals based on equally employment opportunities, aiming to safeguarding the fair and meritocratic procedures.

Every role in PeopleCert is open to all employees and pay rates are defined exclusively by applicable knowledge, educational background and working experience. We also endeavor to make equitable offers, where possible, and annually evaluate pay scales to become more consistent and transparent in our payment approach.

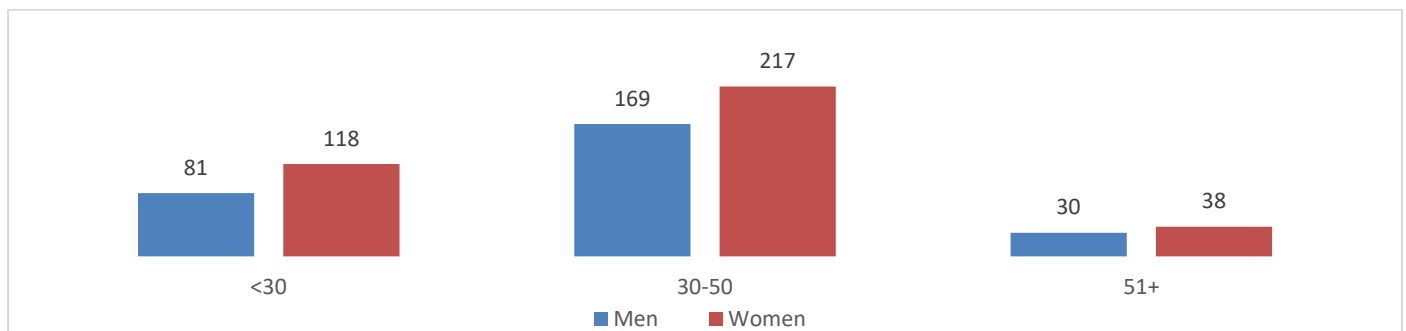


Figure 16: Number of employees by age and gender (Greece, UK, Cyprus and International) 2021

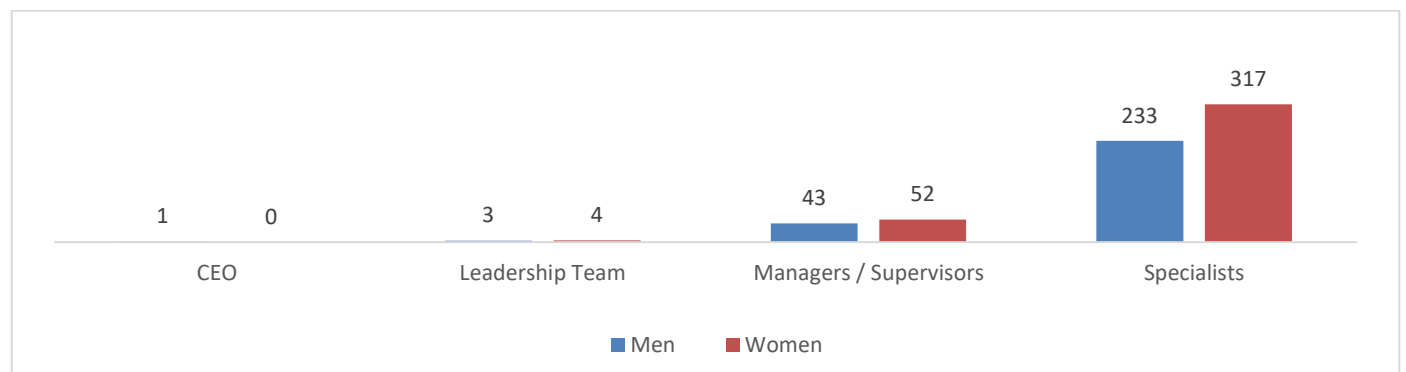


Figure 17: Number of employees by gender and hierarchical level (Greece, UK, Cyprus and International) 2021

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

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

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

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

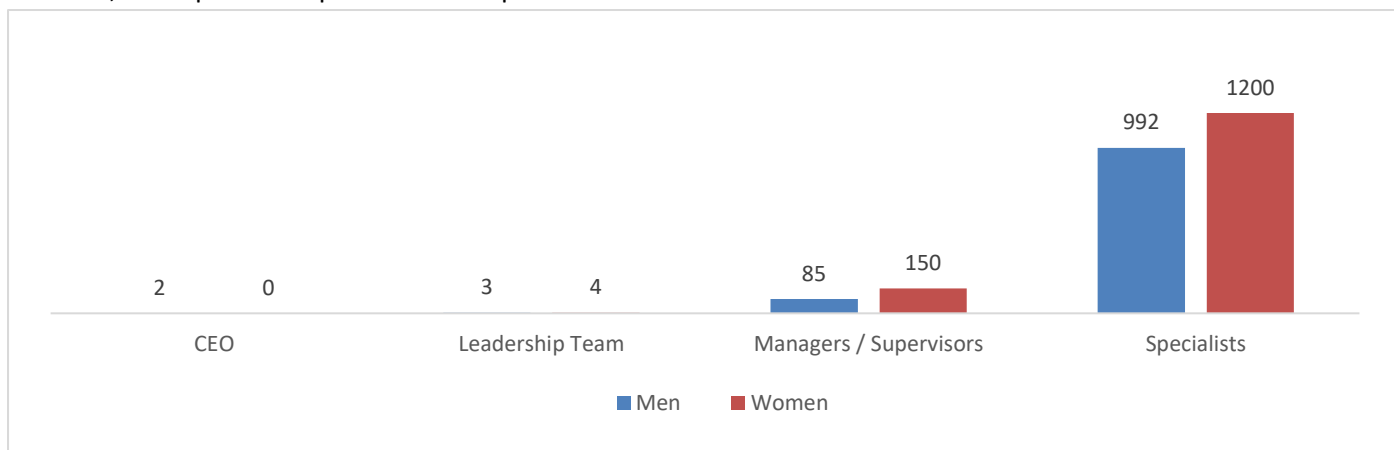


Figure 18: Number of training hours by gender and hierarchical level 2021

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

Health & Safety

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

During 2021, PeopleCert health & safety practices centred around the COVID-19 pandemic, in order to ensure effective and safe operations for the organisation and its employees. PeopleCert’s initiatives included the following:

- The development of new guidelines with respect to safety measures for returning to work, during the COVID-19 pandemic. The guidelines were shared with and communicated to everyone across the organisation, in order to ensure a safe return to work and COVID-free work environment.
- The establishment of COVID-19 health & safety measures and guidelines, as well as a contingency plan, shared with all employees within the organisation, in order to ensure optimal compliance.

Employees wellbeing

At PeopleCert, we give priority to our people. We ensure that we mobilise the expression of innovation, creativity and the active contribution to the realisation of our vision. We are proud because we offer both the infrastructure and the environment that meets our four core values: Quality, Innovation, Passion, Integrity. At the same time, we understand

the direct relationship between health and wellness, therefore the Company undertakes various initiatives that promote both the safety of employees and their mental and physical health.

PeopleCert proudly organises a series of trainings for the health and safety of employees, as well as seminars of mental empowerment and psychological reinforcement.

Other wellbeing initiatives include flexible working hours, teleworking and annual health check-ups and meetings with the company doctor. The company combines traditional benefits, such as paid time off and maternity/paternity leaves, with wellbeing perks, such as friendly office design, wellness balls in the offices, free coffee and tea and employee recognition initiatives.

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

Suppliers and Contractors

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

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

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

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

Reducing supply chain risks

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

During 2020, PeopleCert developed a new *Supplier On Boarding* tool, which provides an online self-registration form for both existing and new suppliers. Suppliers will need to provide detailed information in order to be assessed, accepted and monitored in ongoing basis through this new application. The goal is to monitor, evaluate and handle all the suppliers in order to be able to facilitate the mandatory security issues arisen by UKVI. The tool and supplementary user guide were developed during 2020 and were implemented in 2021.

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

Enhancing opportunities for SMEs and social enterprises

Small and medium-sized enterprises (SMEs) are extremely important for the economy and are generally thought to be driving growth, provide employment opportunities and open new markets. We endeavour to address a sustainability-

oriented culture and conduct among our suppliers and business partners, through continuous communication and awareness, as we prefer to cooperate with suppliers with a commitment to social and environmental sustainability.

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

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



More information on PeopleCert Sustainability actions will be included in the Organisation's Corporate Social Responsibility Report 2019, in accordance with the international sustainability reporting framework GRI standards.

Annexes

Annex 1: Acronyms and Abbreviations

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

Annex 2: Assumptions for Emissions Statement

In June 2013, the methodology for reporting carbon emissions changed. It has adopted Defra's changes utilising guidance provided by the UK Government. An emissions statement is a means of expressing the environmental impact of resource consumption, and is presented as tonnes of carbon dioxide equivalent (tCO₂e) to account for the impacts of all six Kyoto Protocol gases. Emissions calculations use Defra and AIB's most recently published Greenhouse Gas Conversion Factors conversion factors. The table includes direct, imported and indirect emissions, as per the [World Resources Institute \(WRI\) Greenhouse Gas Protocol methodology](#) and is based on the data provided by the business. Where information has not been made available, or is insufficient, assumptions have been made as detailed within the report.

Assumptions	
Field	Text
Leased Vehicles	Mileage data for vehicle type: Small diesel car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2021) conversion factors (Scope 1 - 0.13758 kgCO ₂ e/km, Scope 3 (WTT) - 0,03427kgCO ₂ e/km)
	Mileage data for vehicle type: Medium diesel car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2021) conversion factors (Scope 1 - 0.16496 kgCO ₂ e/km, Scope 3 (WTT) - 0,041kgCO ₂ e/km)
	Mileage data for vehicle type: Large diesel car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2021) conversion factors (Scope 1 - 0.20721 kgCO ₂ e/km, Scope 3 (WTT) - 0,0509kgCO ₂ e/km)
	Mileage data for vehicle type: Small petrol car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2021) conversion factors (Scope 1 - 0.14946 kgCO ₂ e/km, Scope 3 (WTT) - 0,04221kgCO ₂ e/km)

	<p>Mileage data for vehicle type: Medium petrol car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2021) conversion factors (Scope 1 - 0.18785 kgCO₂e/km, Scope 3 (WTT) - 0,05263kgCO₂e/km)</p>
	<p>Mileage data for vehicle type: Large petrol car kilometers has been provided and associated emissions have been calculated using Defra's most recent (2021) conversion factors (Scope 1 -0.27909 kgCO₂e/km, Scope 3 (WTT) - 0,07722kgCO₂e/km)</p>
<p>Electricity</p>	<p>Electricity consumption has been calculated based upon billing data provided from 2020 to 2021 using AIB's and Defra's most recent (2021) conversion factors (Scope 2 – Greece: 0.4904 kgCO₂e/kWh, UK: 0.21233 kgCO₂e/kWh and Cyprus 0.64200 kgCO₂e/kWh Scope 3 - WTT- 0.11362 kgCO₂e/kWh, T&D - 0.06013 kgCO₂e/kWh, WTT of T&D - 0.00952 kgCO₂e/kWh)</p>
<p>Water</p>	<p>Water consumption has been calculated based upon billing data and internal documentation provided from 2020 to 2021 using Defra's most recent (2021) conversion factors (Scope 3 - 0.149 kgCO₂e/m³ for water supply, Scope 3 – 0,272 kgCO₂e/m³ for water sewerage)</p>

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