

PeopleCert

All talents, certified.

ESG REPORT 2019

Unlocking Professionals

PeopleCert aims to **advance knowledge and transform lives**

PeopleCert is a global leader in the assessment and certification of professional and language skills, partnering with multi-national organisations and government bodies to develop and deliver market leading exams worldwide.

PeopleCert enables professionals to reach their full potential and realise their life ambitions through learning.

Our vision

is to be the global leader in exams delivery and certification of persons.

Our mission

is to develop and deliver globally, best-in-class exam and certification programmes that enhance the lives and careers of our candidates.

Our core values

give us a framework for leadership and daily decision and define the way we conduct business.

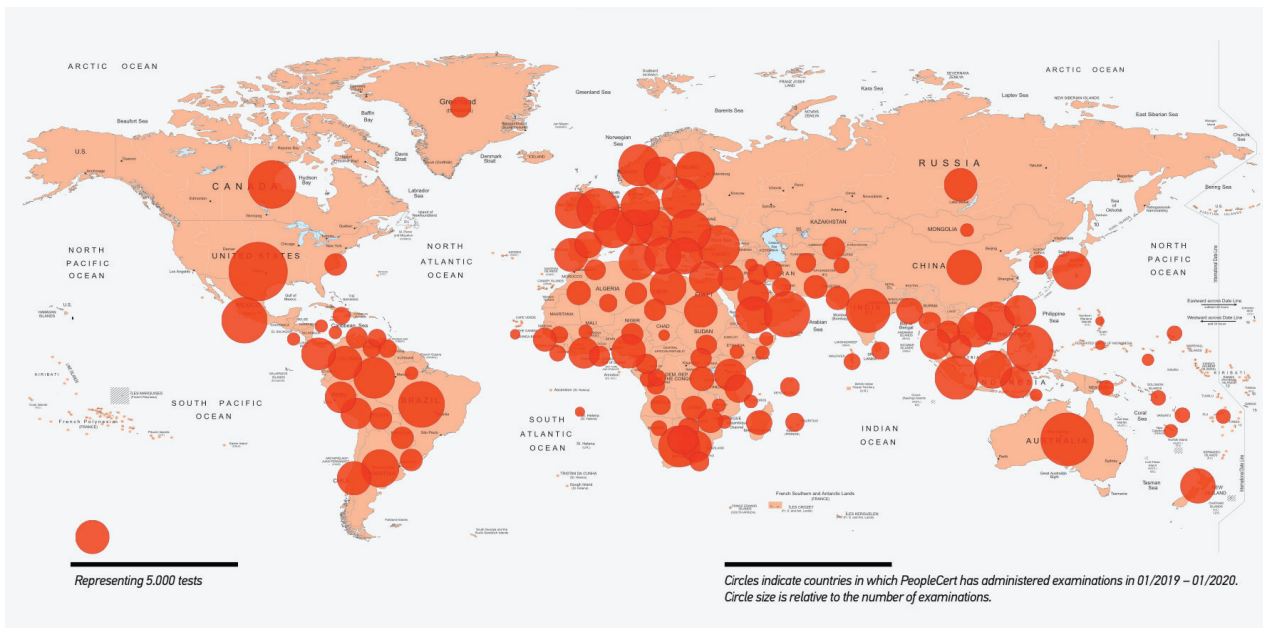
The values are:

**quality,
innovation,
passion and
integrity**

PeopleCert at a glance

With more than 5 million exams and nearly 320 staff, PeopleCert is one of the largest exams and certifications delivery organisation in the world. We deliver exams across 200 countries every year with over 10 thousand external associates, including invigilators, supervisors and item writers.

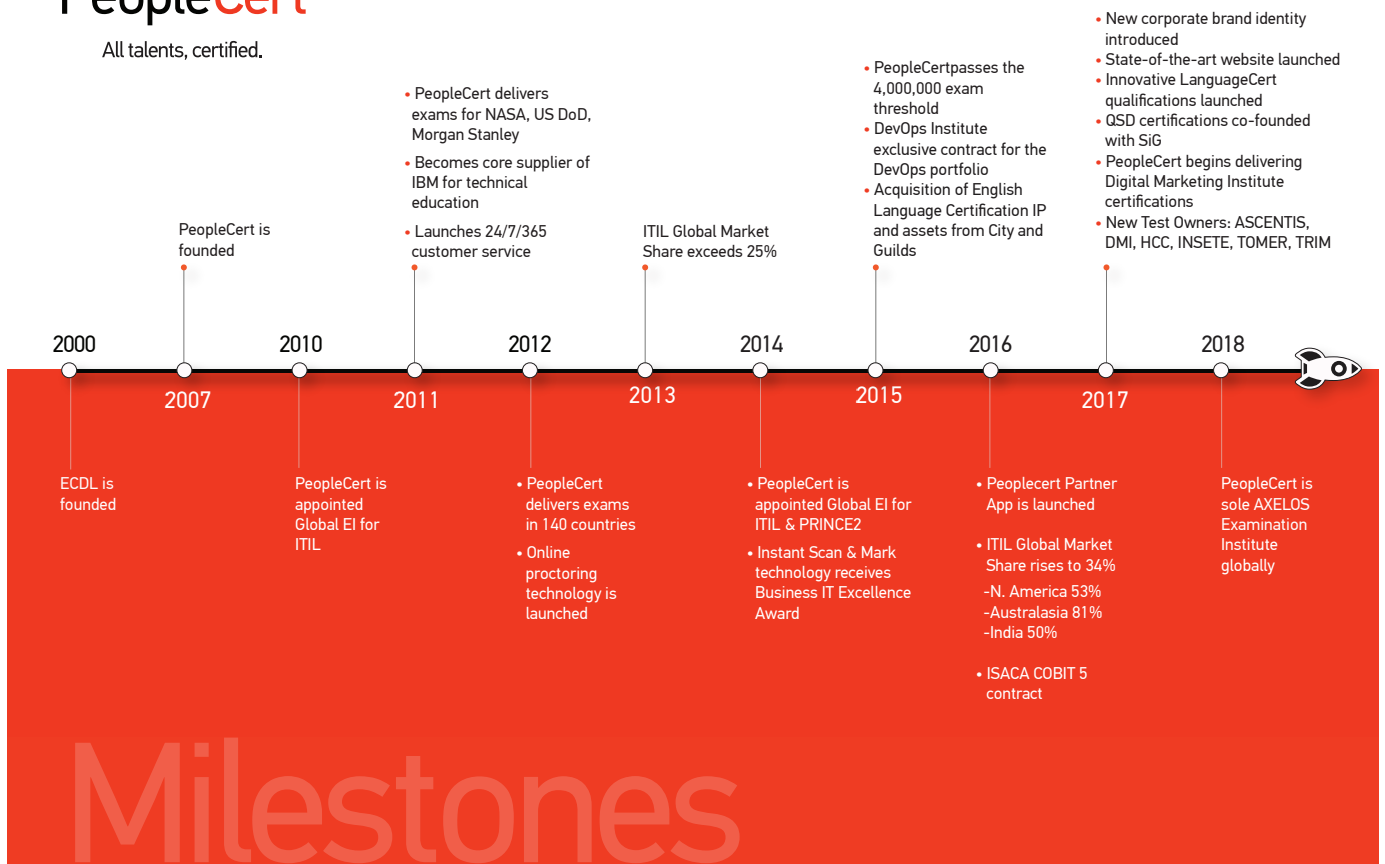
<p>About Us</p> <p>PeopleCert (2000) is a global examination (testing) & certification organisation</p>	<p>Key Figures</p> <p>5mn+ exams to date</p> <p>Exams in 25 languages</p>	<p>Growth</p> <p>40% CAGR</p> <p>in last 5 years</p>
<p>Revenue</p> <p>€74mn</p> <p>€8.4mn EBITDA in 2018</p>	<p>Targets</p> <p>€200mn</p> <p>by 2024</p> <p>Over €500mn contracted</p>	<p>Business Breakdown</p> <p>98% International</p> <p>2% Greece</p>
<p>Global Reach</p> <p>Delivering exams across c. 200 countries every year</p> <p>216 countries in last 3 years</p>	<p>Team</p> <p>320 full time employees</p> <p>(99% University Graduates, 50% Masters & PhDs, 30 Nationalities, 50-50 Gender split)</p>	<p>Location</p> <p>2,500 test centres</p> <p>25,000 test venues</p>
<p>24/7/365</p> <p>Online proctored exams</p> <p>any place, any time</p>	<p>External Associates</p> <p>10,000+</p> <p>(invigilators, supervisors, item writers etc.)</p>	<p>Products</p> <p>600 qualifications</p> <p>(Business & IT and Languages)</p>



Milestones of PeopleCert

PeopleCert

All talents, certified.



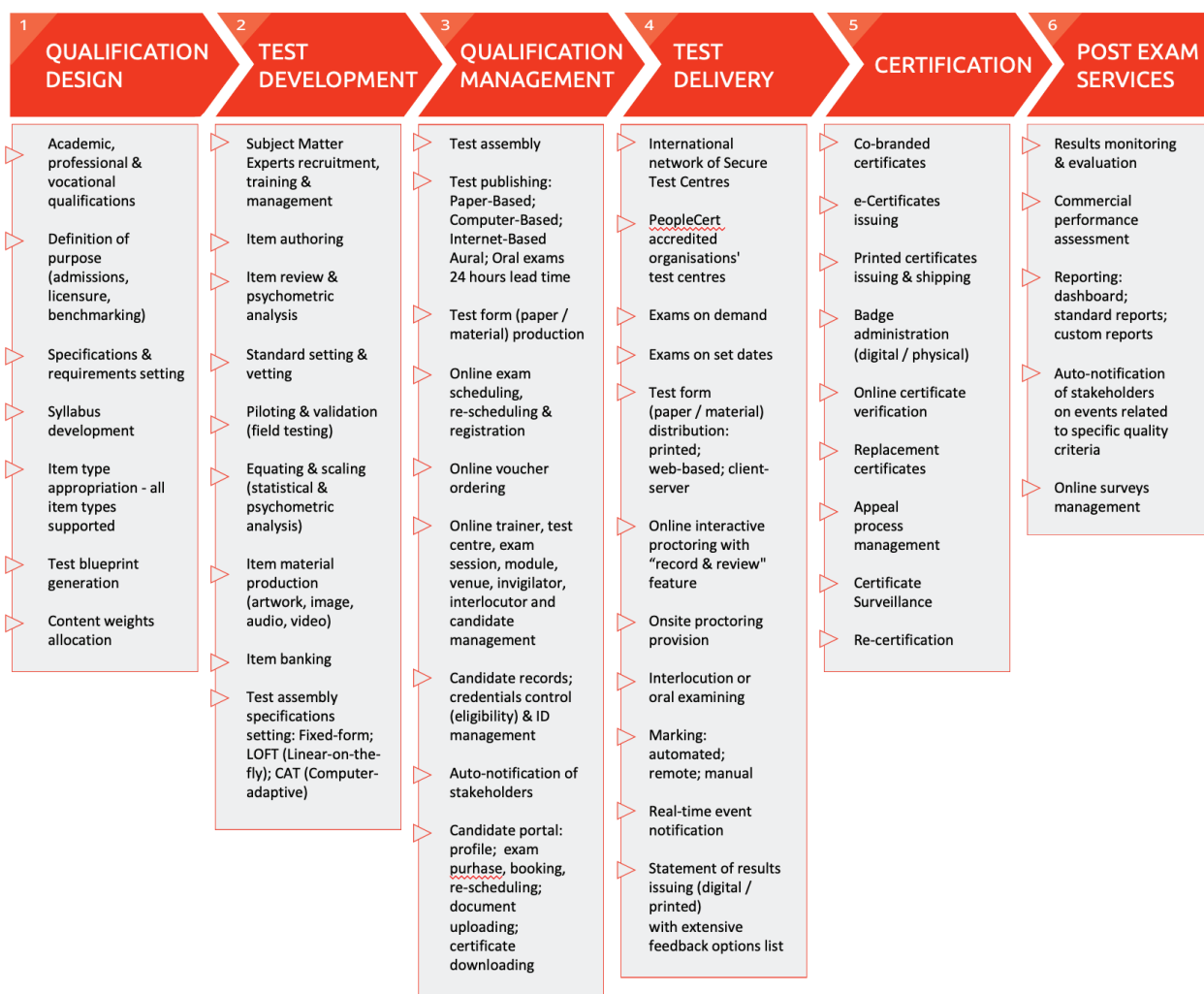
Milestones

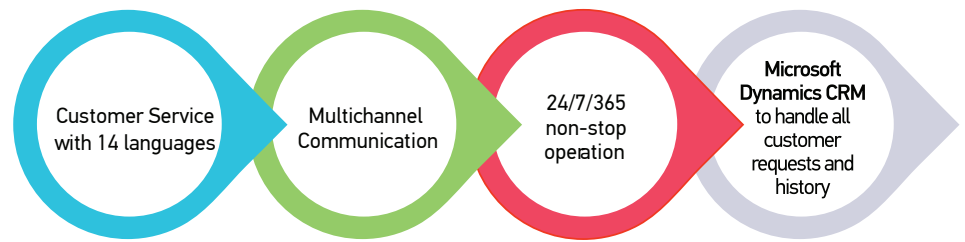
Our services customers choose as per their needs

PeopleCert offers an ever-growing portfolio of highly sought-after certifications that enable professionals to boost their career and realise their life ambitions.

- Certification Scheme Creation
- Item Development (Item Creation, Item Testing, Item Validation)
- Test Development (Test Creation, Test Testing, Test Validation)
- Paper-based Exams (Electronic Distribution, Paper Distribution)
- Computer-based Exams (Web-based, Client-Server)
- 30+ Types of Questions (Multiple choice, Essay, Audio, Video etc.)
- All Delivery Channels (PeopleCert, Training Organisations, Web, Prometric, Pearson)

A complete roadmap to successful certifications

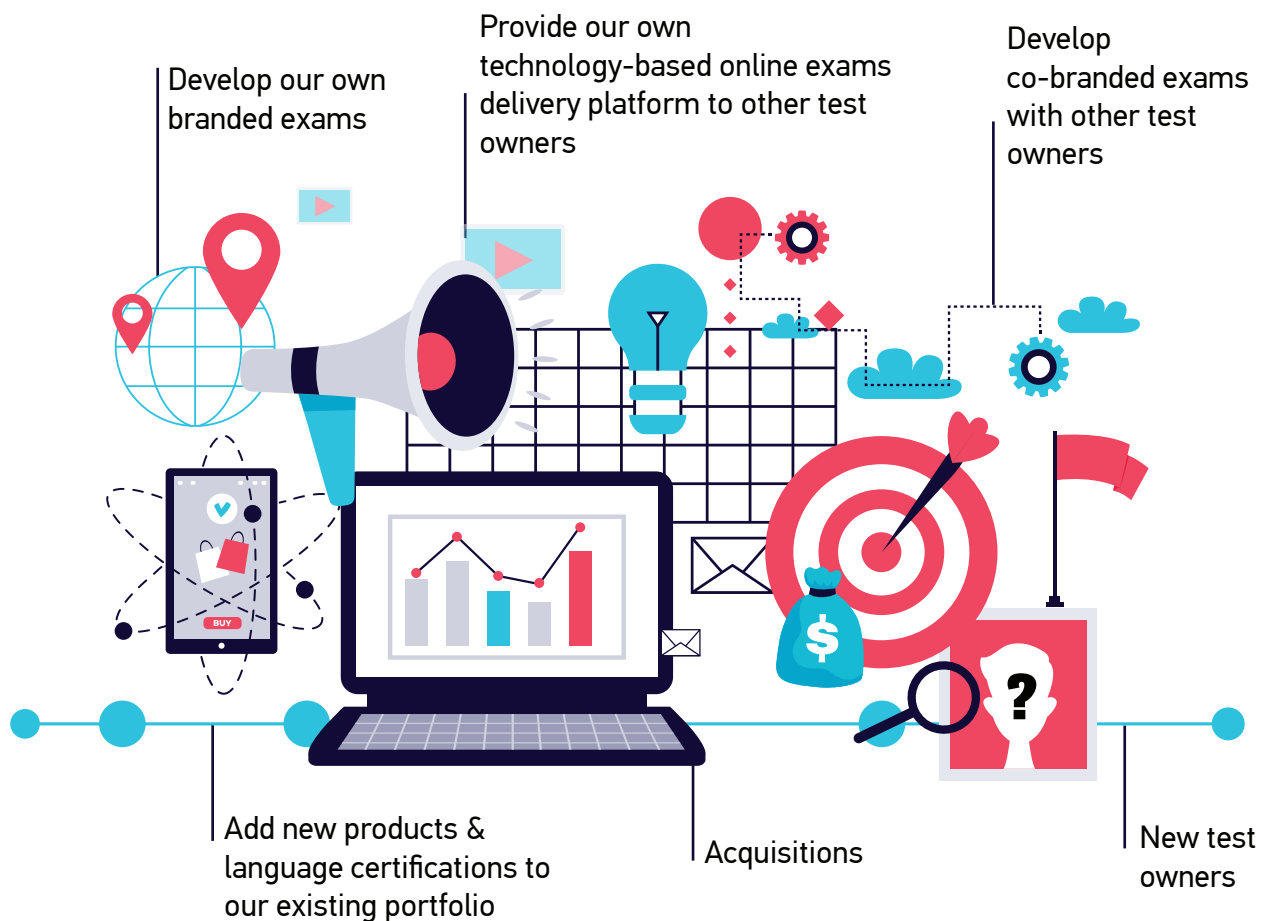




- Marking (Automated, Remote, Manual)
- Appeal Process
- Certificate Printing and Delivery (e-certificate, hard copy certificate)
- Certificate Validation (online at PeopleCert website)
- Maintenance of Candidates' Records and Database (All Data, Reports)
- Exam Vouchers (online purchase)

Our strategic growth plan more talents certified

PeopleCert has a transformative approach for creating an ideal organisational future, giving the opportunity to more and more talents to be certified. Our strategic growth plan reflects our dedication to continuous improvement.



Building a comprehensive portfolio satisfying our clients

Helping individuals and organisations optimise IT governance & service management to realise business change, transformation and growth. In order to enhance our comprehensive portfolio, we employ more than 70 highly skilled software development professionals and provide an online proctoring solution that has been developed in-house.

Business and IT Qualifications

- **AXELOS** Best Management Practice (ITIL, PRINCE2, MSP, MoV, MoR, P30, RESILIA)
- **COBIT** (ISACA), DMI (Digital Marketing Institute)
- **Lean IT** (Lean IT Association)
- **Lean Six Sigma** (IASSC)
- **ECDL/ICDL** (ECDL Foundation),
- **Quality Software Developer** (PeopleCert and SIG)
- **Professional Valuers** (Appraisers)
- Greek Capital Commission, Tourism Professionals
- Management Systems Professionals (ISO 9001, 10019, 14001, 19011, 20000, 22000, 27000)
- Other certificates under development

Language Qualifications

- LanguageCert (PeopleCert acquired all assets and IP of English Language exams from City&Guilds)
- International English (4 Skills, 6 Levels) & Young Learners (Pre A1 and A1)
- LanguageCert Test of English LTE (level agnostic A1-C2 available CB adaptive and PB)
- Other Languages pending (French, German, Turkish, Greek, Latin, etc. - 20 languages by 2020)
- Spanish esPro, in partnership with the University of Salamanca (all 4skills, available CB adaptive and PB)
- Turkish TurkYet in partnership with the University of Ankara (4 Skills, 6 Levels)

Our LanguageCert certifying skills

LanguageCert is an awarding organisation dedicated to language skills assessment and certification. It is a member of PeopleCert, a global leader in the certification industry that has been delivering millions of exams in 200 countries.

LanguageCert develops its own language qualifications and partners with renowned organisations worldwide to offer high-quality language skills assessment and certification to the global learners' community. For the delivery of its own qualifications, as well as for examinations delivered in collaboration with its partners, LanguageCert deploys state-of-the-art, innovative and flexible exam administration technologies and systems developed by PeopleCert, which are tailor-made to each exam's specific requirements. It also benefits from the excellent customer service that PeopleCert offers 24/7/365 to language schools, teachers and candidates.

- LanguageCert is an Institutional Affiliate of ALTE, the Association of Language Testers in Europe.
- LanguageCert is a Full Member of FAB, the Federation of Awarding Bodies
- LanguageCert is an Institutional Member of EALTA, the European Association for Language Testing and Assessment.
- LanguageCert is an Associate Member of Eaquals, an organisation whose mission is to foster excellence in language education across the world.
- The British Accreditation Council (BAC) has included LanguageCert amongst its recognised external awarding bodies in the eligibility criteria for International English language providers 11 seeking accreditation for the BAC International English Language provider (IELP) scheme
- Government recognition in many Countries including Italy, Spain, Greece, New Zealand, Romania, Czech, Hungary, UK, Thailand
- Lately LanguageCert has been successful in 2 big UK Government tenders

Memberships



Partnerships



We are committed to high quality, delivering industry-leading services

PeopleCert offers reliable and effective services, through various qualifications and certifications. Our commitment to quality and integrity is evident throughout our organisation. We boast state-of-the-art infrastructure and comply to the strictest regulations.

Accredited by National Hellenic Accreditation Centre (ESYD):

- ISO 17024 for Certification of Persons – since 2006
- ISO 17065 for Certification of Products, Processes and Services – since 2015

Recognised and regulated by:

- Ofqual (in England) and Qualification Wales (in Wales) as an awarding organisation – since 2017
- National Hellenic Certification Organisation (EOPPEP) as an awarding organisation – since 2005

Certified by Lloyds UK, according to:

- ISO 9001 for Quality Management – since 2000
- ISO 14001 for Environmental Management – since 2006
- ISO 10002 for Customer Satisfaction & Complaints Handling – since 2006
- ISO 27001 for Information Security – since 2008
- ISO 23988 for Use of IT in the Delivery of Assessments – since 2013
- ISO 22301 for 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

Embedding Sustainability

Material issues, reported.

At **PeopleCert** we are committed to minimising our environmental impact, safeguarding labour and human rights, promoting safe working conditions, fostering mental health and well-being and providing effective learning opportunities to our employees.

We are strongly committed to promoting a sustainability agenda which is relevant to our professional services delivery and strategy for organisational management. To this end, we endeavor to establish a positive **social, economic and environmental legacy** in all areas of operation, reinforcing our commitment to value creation for all stakeholder groups.

PeopleCert has instilled a strict **Sustainability Policy** to ensure all its operations have minimal impact on the environment and its resources. We comply with, and where possible exceed, all applicable legislation, regulations and codes of practice aimed towards reducing emissions, resource consumption and waste. Our business decisions take sustainability parameters into consideration, and we actively educate all employees on good practices to support the company's overall sustainability policy.

We classify our issues to mitigate potential risks

PeopleCert's operation is based on a model which focuses on a strong sense of corporate responsibility, which is fully aligned with the company's Sustainability Policy. Embedding sustainability within its strategy is the key lever for the development of the company and the achievement of its business goals, while keeping the social aspect constantly at the forefront of our corporate decisions.

The Corporate Responsibility values observed by PeopleCert are expressed through clear objectives and encompasses the following aspects:

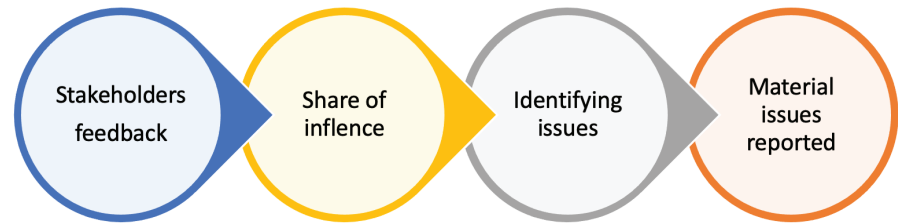
- responsible operation
- high levels of well-being among all employees and associates
- environmental responsibility
- social contribution and volunteering

Recognising and classifying our material issues

As a global exams delivery organisation with a goal of providing world-renowned certifications, we come across multiple indicators relevant to our work. We identified and prioritised those that were material, based

on several criteria. We considered how well the indicator reflected our economic, environmental, and social impacts and how important they might be to our stakeholders.

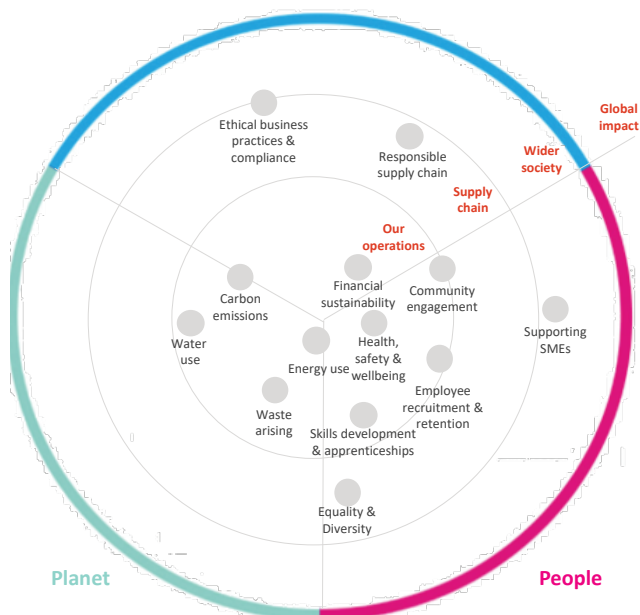
In order to identify and report on the most important issues which considerably affect PeopleCert's operation, we have outlined a procedure based on the following steps:



The company intends to repeat the process of prioritising the material issues annually, to reflect the changes and integrate the new trends in our marketplace. By recognising its material issues, PeopleCert will be able to establish a positive social, economic and environmental legacy in all areas of operation, as stated in our Sustainability Policy.

The materiality assessment led to the identification of 13 material sustainability topics and their relative level of materiality, which were then grouped into three pillars: People, Planet, Profit. These have been used to guide the structure and content of this section, while the map of materiality has been used to detail each topic.

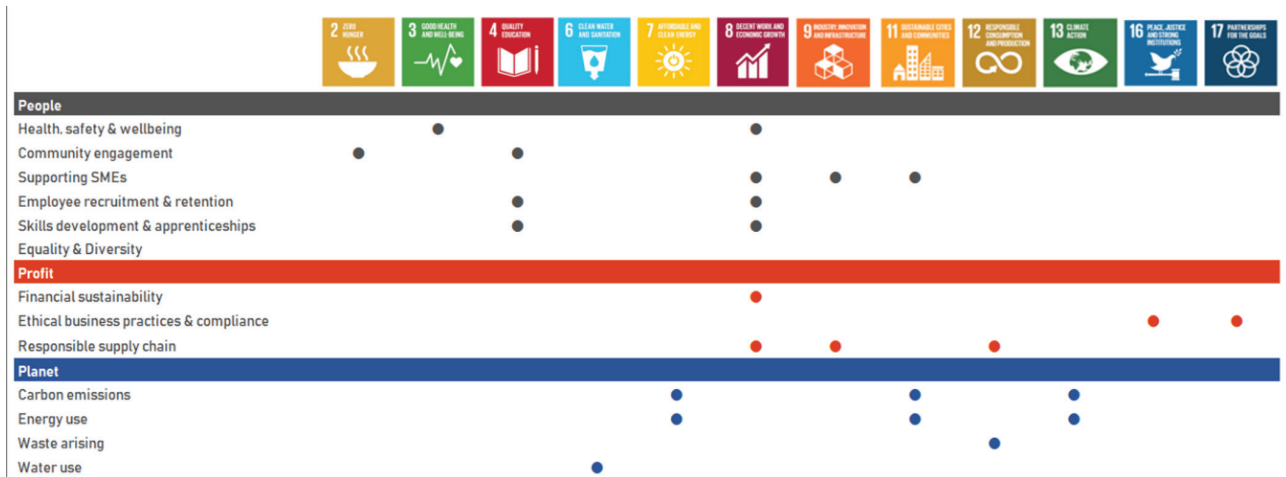
Materiality analysis we identify issues to minimise future threats



To understand which aspects of PeopleCert's operations are most significant for sustainability, we undertook a materiality assessment process, we positioned our three pillars, People, Planet, Profit on the below map to analyse the relationship between material issues with stakeholders and the significance of their impact. This map has been used to guide coverage of each topic in the Report.

Over the coming years, we plan to explore how our organisation can further align its activities with the aims and objectives of the SDGs. This is to ensure that we continue to maximise our positive impact in a way that supports this internationally-recognised development framework.

The table below demonstrates key relationships between PeopleCert's material issues, as they appear throughout the 2019 Sustainability Report, and the Sustainable Development Goals.



Communicating with stakeholders we build strong relationships

Since communication with PeopleCert's stakeholders is essential for business performance and success, emphasis is placed on understanding their needs and expectations. For our company, it is vital to hold a deep understanding of the implications of all company's activities.

PeopleCert's board members meet with stakeholders to ensure that the engagement around our sustainability reporting has been comprehensive. The board also collaborates with other institutions of higher education and benchmarks our progress against recognised best practices. The engagement is documented in this report and future publications.

Our key stakeholders include:

- employees
- current and potential test takers / candidates
- suppliers
- state / authorities
- certification bodies

- business partners
- academic institutions / universities
- media

Moving forward, the engagement process will include more discrete engagement activities, likely using social media, and will also work to include additional stakeholders like suppliers in a more visible way.

Generating value we work smartly to deliver a better future for everyone

Our sustainable business activities generate financial and non-financial value and help us become the organisation, partner and employer of choice. Our services are generating financial capital. Our environmental management system is contributing to energy and resource efficiency and generates savings (documented in this report and in our recently released Sustainability Plan) as well as avoiding negative impacts that have business and societal costs. We develop and empower our employees to achieve their full potential while providing them with a healthy, safe and secure workplace and thereby create and preserve human capital. We create additional value by extending our efforts through volunteering and philanthropy in the communities where we operate.

We deliver successful and sustainable results through innovation, our expertise and our cross-industry perspective, generating intellectual capital. The success of this effort leads to additional financial returns and enables us to work with stakeholders, such as customers, candidates, suppliers, authorities and the state, on quality services such as sought-after certifications, innovative exam assessment and secure test delivery. Since, sustainability is central to who we are and how we operate, and as we aim to contribute to the attainment of the global Sustainable Development Goals, we aspire to provide more detail on these value creation efforts.

Sustainability through certified systems

PeopleCert commits to maintain viable conditions of work, in all aspects, by all parties. As a result of this commitment, our organisation, apart from the policies towards sustainability that it has developed, implements International Certified Management Systems and delivers bespoke training sessions. We remain determined to contributing towards the prosperity of the countries where we operate, not only by conducting our business based on best international standards, but also by taking different initiatives and assuming responsibility towards fostering a fair and transparent market.

ITEM	POLICY	TRAINING	MANAGEMENT SYSTEM / ACCREDITATION / REPORT	STATUS
Sustainability	•	•	Annual Sustainability Report	
Environmental management		•	ISO 14001 - Environmental Management	✓
Energy audit			Buildings Energy Audit & Report	
Quarterly energy report			Buildings Energy Report every Quarter	
Travel / Commute	•			
Health, safety and wellbeing	•	•		
Quality			ISO 9001 - Quality Management	✓
Customers			ISO 10002 - Customer Satisfactin & Complaints	✓
Security			ISO 27001 - Information Security	✓
IT			ISO 23988 - Use of IT in the Delivery of Assessments	✓
Business continuity			ISO 22301 - Business Continuity	✓
Persons			ISO 17024 - Certification of Persons	✓
Code of Ethical conduct	•			
Supply chain	•			

Nurturing Talents

All people,
empowered.

At PeopleCert we create environments where people **thrive, grow and gain satisfaction from their work**

PeopleCert is a highly people-centred business, and one that requires all employees to contribute towards the organisation's strategic goals and ambitions. Harnessing the talent and passion of our employees is of critical importance; our aim is to ensure that all staff feel valued and respected for what they do.

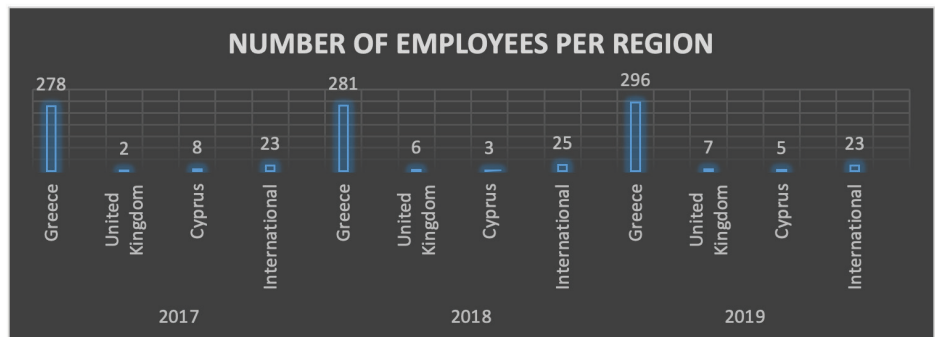
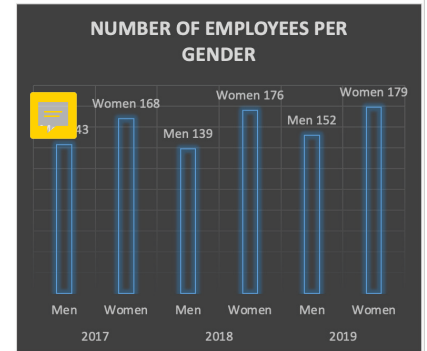
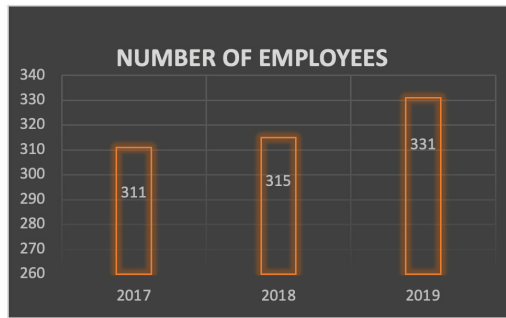
Our business area experiences significant progress and expansion, which presents a number of challenges but also provides further opportunities, and we are committed to further developing our culture to one that is even more fully based around high performance, empowerment and respect.

Inspiring our people we aim to change the nature of work in an equitable way

PeopleCert seeks to create an environment that identifies, attracts and retains talented people, allowing them to develop through varied and fulfilling careers across the organisation.

To make this ideal a reality, we have fostered a high-performance working environment where everyone is included and feels free to contribute fully; a working environment where all employees are fairly and accurately assessed and treated on an annual basis; a place where networking and collaboration build collective knowledge and individual careers; a culture where people can develop new ideas, learn from mistakes and grow with each challenge; with leaders who actively coach and support their people.

Moreover, we respect internationally-recognised human rights and labour practices, which underlines our ambition to promote ethical behaviour in areas including human rights, non-discrimination, child and forced labor and collective bargaining. We want our workforce to be more diverse and inclusive. We work hard to accelerate efforts to achieve this ambition.



Our employment practices: A modern workplace for a modern workforce

Having reflected on the increasingly complex external environment we operate within, and after drawing on insights from our own workforce data, we have recently renewed PeopleCert's human resources action plan. This is in-line with the Concession Agreement, and focuses on the following key areas:

- fostering an inclusive culture that attracts, engages and retains talent
- local employment partnerships
- reward and recognition – maintaining our reputation for being a great place to work
- change capacity and capability – so that PeopleCert is able to build and sustain its success in the long term
- apprenticeship places - creating apprenticeships or skills development programmes

Our commitment to equality, diversity, inclusion, health and wellbeing is firmly integrated into our leadership policies and practices. To that end, PeopleCert issued a Code of Ethical Conduct which applies to PeopleCert Directors, Managers, Employees, Contractors, Trainees and Volunteers

(whether full or part time), and to Third-Party entities and individuals when doing business with PeopleCert.

In addition, PeopleCert is committed to providing a working environment which is free from any kind of discrimination and harassment, with full respect to human rights. Guided by the principle that we are all equal, no discrimination is accepted on the basis of age, sex, nationality, race, religion, sexual orientation, physical disability, marital status or gender.

Inspiration is the new training: Opening our people's minds to a **wider world of business thinking**

Talent and skill management is essential to maintaining an innovative, engaged and motivated workforce and ensuring our long-term business growth. We are dedicated towards developing our human capital, providing lifelong learning and supporting career development across the organisation. We also support the career development of young talents through our Graduates Program.

PeopleCert is committed to the training and personal development of all its staff. This includes the appropriate orientation and induction of new staff, as well as providing suitable training for their role. It also includes providing 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 programmes 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, while improving their efficiency and productivity
- Operate in compliance with PeopleCert's policies, standards and statutory obligations
- Gain new knowledge and skills to support their personal and professional learning, development, and accomplishments

50% youth unemployment (2019)
50% unemployed graduates

97% Employability
Hundreds Employed
Treating all employees fairly:
**Building a high level of
awareness**

Our full-time employees count stands at 331 as on December 2019. Most of our employees work full-time as permanent employees. We have a small number of employees working on part-time / fixed-term contracts. Being a professional services and certifications delivery company, we do not have seasonal variations in employment. We abide by the local employment / labour laws prevailing in the countries where we operate. All employee benefits are provided to all people, based on the entitlements mandated by the law in the countries where we operate. We do not differentiate our compensation offering to employees (basic salary and remuneration) based on gender. The remuneration is undoubtedly based on the role of the employee and his / her total years of experience. PeopleCert relies on a rigorous selection process involving skills assessment, personality tests and interviews to identify the best applicants.

331 full time employees

99% University Graduates,
50% Masters & PhDs,
30 Nationalities,
50-50 Gender split

Speaking up

Since PeopleCert aims to establish and maintain a culture of openness, we have developed a detailed whistleblowing policy. We encourage our staff, centres and candidates to raise issues which concern them in relation to the delivery of our qualifications and services.

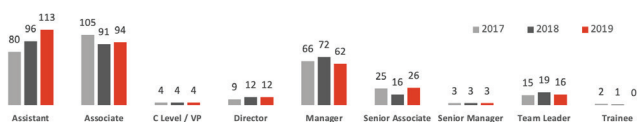
By becoming aware of malpractice/poor practice, we are able to take the necessary steps to safeguard the interests of our staff, centres and candidates. We strongly encourage all staff to get in touch with the human 122

resources department and raise any issues pertaining to such issues. However, we realise that employees may be reluctant to report such issues as they may fear adverse action. Therefore, our whistleblowing policy is designed to provide all staff members with information about the Public Interest Disclosure Act as well as the process by which anyone may disclose information. It also presents measures that PeopleCert has put in place to protect whistleblowers.

Our performance strengthening our workforce

PeopleCert remains focused on taking actions that make an impact. It is important to regularly monitor the performance of our workforce and continuously improve solutions to maximize people's work efficiency. With defined human resource metrics to measure success, managers have the tools to be able to build a dynamic workforce via employee engagement and positively contribute to the bottom line.

DISTRIBUTION IN HIERARCHICAL LEVELS



NUMBER OF EMPLOYEES BY AGE AND REGION

	2017			2018			2019		
	<30	30-50	51+	<30	30-50	51+	<30	30-50	51+
Greece	114	43	6	72	34	6	73	55	4
United Kingdom	2	0	0	1	2	2	0	0	0
Cyprus	6	0	0	4	0	0	7	0	0
International	3	5	2	0	2	3	1	2	0

NUMBER OF EMPLOYEES BY AGE AND GENDER

	2017			2018			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
<30	29	64	93	21	51	72	24	45	69
30-50	94	90	184	99	110	209	104	117	221
51+	20	14	34	19	15	34	24	17	41

EMPLOYEES PERFORMANCE EVALUATION

	2017			2018			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Leadership Team	8	5	13	8	6	14	9	4	13
Managers/Supervisors	39	23	62	51	38	89	33	38	71
Specialists	70	115	185	70	120	190	96	127	223

NUMBER OF EMPLOYEES TRAINED (INCLUDING ALL 3 COUNTRIES)

	2017			2018			2019		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Assistant	34	46	80	41	55	96	53	60	113
Associate	39	66	105	25	66	91	23	65	84
C Level / VP	2	2	4	2	2	4	2	2	4
Director	6	3	9	8	4	12	8	4	12
Manager	43	23	66	41	31	72	35	27	62
Senior Associate	11	14	25	10	6	16	16	10	26
Senior Manager	2	1	3	2	1	3	2	1	3
Team Leader	5	10	15	8	11	19	6	10	16
Trainee	0	2	2	1	0	1	0	0	0

TRAINING SEMINARS AND TRAINING HOURS BY SUBJECT

	2017		2018		2019	
	Number of seminar by subject	Total of training hours	Number of seminar by subject	Total of training hours	Number of seminar by subject	Total of training hours
Health & Safety	731	211	1,063	250	1,096	274
HR Induction	731	211	1,063	250	1,096	274
Corporate Skills	36	155	154	308	44	98
IT Skills	31	154	99	255	183	450

People,
our assets

All employees,
protected.

At PeopleCert, our focus is on people's wellbeing, health and safety. We promote a workplace where all feel at their best.

Wellbeing, health and safety refers to looking after the physical and mental health, safety and wellbeing of our workforce. We are committed to creating a workplace that allows people to perform and develop in a safe and healthy environment.

It is also about embedding the organisation's culture and providing the necessary policies, resources, infrastructure, spaces and support services to go beyond standard occupational health and safety and optimise physical and mental health outcomes. Ensuring workload is delivered to staff in an appropriate manner, providing decent and meaningful work for our workforce with the opportunity for professional development and training, adequate reward and recognition, are also all part of this material topic.

PeopleCert recognise their responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions, which are safe, healthy and comply with all statutory requirements and codes of practice. General workplace risk assessments are carried out periodically in order to assess the risks to the health and safety of all employees, visitors and third parties that result from organisation's activities and to identify all appropriate measures that need to be taken.

Abstract of our Health & Safety policy

High standards of health, safety and wellbeing management are integral to the success of PeopleCert and support the realisation of the organisation's strategy. PeopleCert is committed to ensuring the development of a positive health, safety and wellbeing culture, and encourages the reporting of incidents in order that controls can be implemented and lessons can be shared.

Committed to working safely

We are responsible for our people

PeopleCert is committed to maintaining safe working conditions, equipment and systems for all its employees and provides information, training and supervision as required for this purpose. We have developed a Health and Safety Policy to ensure the Company's commitment to develop and continuously implement effective control systems to minimise the risks associated with its operation and guarantee adequate conditions for all employees and visitors.

All employees will be given a health and safety induction and will be provided with appropriate safety training where it is required.

The Company has responsibility for the health and safety of anyone who visits its premises and it will comply with its obligations under the law and any relevant regulations and codes of practice made under other countries' legislations

PeopleCert is responsible for:

- Maintaining a working environment that is safe, minimising risks to health and providing adequate facilities and arrangements for the welfare of its employees whilst they are at work.
- Providing safe access to and exit from the workplace, including in emergencies.
- Ensuring employees are competent to carry out their duties, and are given adequate training information, instruction and supervision in safe working methods and procedures.
- Ensuring that all necessary safety devices are installed and maintained on equipment.
- Establishing and communicating emergency procedures.
- Monitoring and reviewing the management of health, safety and wellbeing at work generally and reviewing and revising our Health and Safety Policy, as necessary, at regular intervals to maintain safe and healthy working conditions.

Confronting risks and accidents

we respond immediately and with confidence

In case of an accident on our premises, however minor, the employee or someone on his behalf, reports it to a First Aider, or to the nominated Appointed Persons, or to his manager. The manager is responsible for investigating incidents and recording them in the Accident Book. The Accident Book is normally kept by the PeopleCert Qualifications Office Administrator.

First aid and fire

PeopleCert is equipped with a first aid kit and during the induction process, Line Managers ensure that employees know where the first aid kit is kept. The Company is committed to ensuring the first aid kit is adequately stocked and it will be periodically checked by the Facility Manager. If at any time someone needs to take items out of the first aid kit which then require replenishment, the Facility Manager has to be informed.

Details of the premises' exit, assembly points and fire extinguishers are easily accessible and displayed on notice boards at all work locations. All employees are encouraged to familiarise themselves with the emergency procedures, to understand what they must do in the event of a real emergency. Regular fire drills are held to ensure our fire procedures are effective and all employees are familiar with them.

We guarantee the best working environment **welfare and wellbeing –** inextricably linked

Location

Our buildings have close proximity to transit as a transit stop is located within 200 meters of their main building entrances. Walkability is rated as high as the area of all premises is very friendly to walking. This advantage offers health, mental and environmental benefits.

Building access

The area where our premises are located, provides a universally accessible pedestrian route between the main building entrance and the transit stop. With regards to our employees commute, we conduct a commute survey for all regular commutes.

Entrances and ground floor

We provide tobacco and smoke free signage at all entrances and outdoor areas. All building entrances have continuous and sufficient lighting. Ground floor at all premises are publicly accessible.

Workspaces

All people have access to natural light and views from windows with operable shading. Moreover, everyone has access to thermal control devices, which are located in accessible areas within offices. All workstations are accessible to everyone at any time.

Shared spaces

We establish and implement a regular cleaning protocol for lavatories and break areas. We also provide permanent educational signs promoting hand-washing in lavatories. The common break area is accessible to everyone. We finally establish and implement health promotion programming for employees.

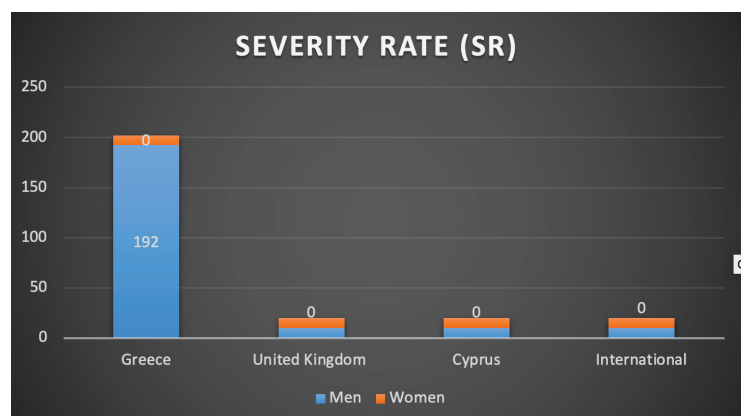
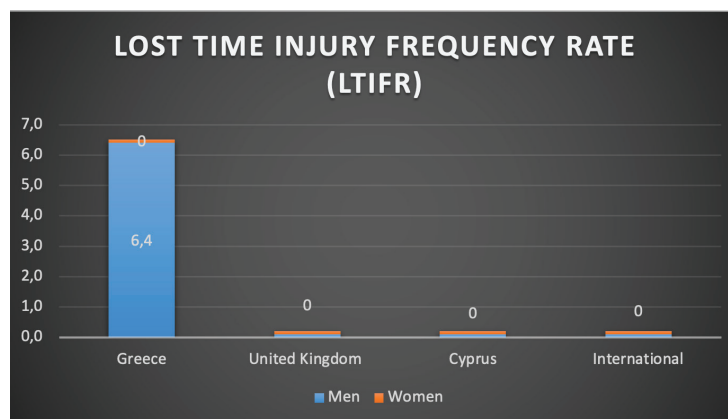
Prepared food areas, vending machines and snack bars

All prepared food areas are equipped with small electrical appliances, dishwashers, kitchenette equipment and free water coolers. We also provide access to free water supplies.

Our performance

We eliminating work related risks

The Health and Safety / facility manager has already implemented a number of improvements to gather, investigate and collate information when an incident first happens, which supports PeopleCert if an allegation is reported or notified at a later date. We monitor incidents involving staff, visitors and contractors. It is important to note that there have never been any work-related fatalities to report in 2019.



Cooperating
with
Responsibility
All business
partners,
appreciated.

PeopleCert recognises **suppliers as a key strategic partner** with a stake in Company's overall objectives

PeopleCert has integrated sustainability considerations in its Supply Chain Management Policy and practices to provide more value to the organization by improving productivity, assessing supplier value and performance, enabling two-ways communication with suppliers and all stakeholders.

At PeopleCert, we are dedicated to developing mutually beneficial partnership relationships with our suppliers. Through its procurement policies and procedures PeopleCert organization foster social and environmental responsibility while encouraging its suppliers to a sustainable growth.

Improving our collaboration with suppliers **We ensure a productive working relationship**

Based on its Code of Ethical Conduct, PeopleCert selects suppliers on the basis of merit, using criteria such as quality, price, availability, delivery, reliability, service and corporate responsibility, including social and environmental aspects. We expect all suppliers to compete fairly for our business.

At PeopleCert a Supply Chain Management Policy is also applied.

PeopleCert has identified three main types of Third parties:

- **Test Centres/Test Points:** Organisations approved by PeopleCert to administer and deliver tests (paper-based and/or computer-based).
- **Suppliers/Subcontractors:** organisations used by PeopleCert for the delivery of services in order to ensure operational efficiency (ICT suppliers, External printers, etc.)
- **External Associates:** individuals who undertake parts of service / tasks that require specific expertise, and who are necessary for the delivery of services.

The work of each third party must be monitored at least annually by the dedicated PeopleCert team to ensure they operate effectively and in accordance with the expectations for the role they have been recruited for.

PeopleCert's goal is to appoint -where possible- Small or Medium sized Enterprises as third parties, given that this choice creates no risk whatsoever to the quality of the services provided.

Suppliers / subcontractors management process



Acceptance criteria for new suppliers and subcontractors

A new supplier or subcontractor self-registers via an online self-registration form and provides detailed information. In that way, Procurement & Logistics team examines its application and decides whether it fulfils all

- Clientele and past record
- Business Continuity
- Corporate Social Responsibility/Sustainability features
- Certifications and/or accreditations
- Security and/or Anti-Bribery and/or Anti-Corruption issues
- Culture: Commitment, Reliability, Collaboration and Communication
- Competency: capacity and flexibility to meet current and future demands

PeopleCert Modern Slavery & Human Trafficking Statement

We are committed to continuously improving our practices to identify and eliminate any slavery and human trafficking in our business and supply chains and to acting ethically and with integrity in all our business relationships. Suppliers are required to comply with all applicable laws and regulations of the country or countries in which they do business and agree to provide and maintain safe and healthy working conditions for all supplier personnel.

We have published the Modern Slavery & Human Trafficking Statement, which covers the financial year ending 31 December 2018. This is the first financial year for which the turnover of PeopleCert has required a statement under section 54 of the UK Modern Slavery Act 2015. Our Modern slavery and human trafficking statement sets out the steps the company is taking to ensure that the organisation and its supply chain adheres to all relevant legislation and that our employment practices are fair and open.

Facts and figures

Suppliers data

Monetary value to suppliers per country						
	Purchases from the country (local purchases)	Purchases from other countries (outside the country)	Purchases from the country (local purchases)	Purchases from other countries (outside the country)	Purchases from the country (local purchases)	Purchases from other countries (outside the country)
	2017		2018		2019	
Greece		6%	90%	10%	94%	6%
United Kingdom		47%	61%	39%	63%	37%
Cyprus		99%	1%	99%	1%	99%

Total number of suppliers						
	Number of suppliers from the country (local suppliers)	Number of suppliers from other countries (external suppliers)	Number of suppliers from the country (local suppliers)	Number of suppliers from other countries (external suppliers)	Number of suppliers from the country (local suppliers)	Number of suppliers from other countries (external suppliers)
	2017		2018		2019	
Greece	1,105	60	1,422	49	979	32
United Kingdom	23	15	34	19	36	23
Cyprus	21	307	25	296	23	361

Protecting
our Planet
All resources,
respected.

PeopleCert is leveraging its skills and influence to help **mitigate climate change**

Climate change mitigation refers to assessing our environmental impacts and risks. We develop a strong response through PeopleCert's operations in all regions, in ways that demonstrate our values and intensify our teaching and learning approach.

Climate change is one of the most significant issues facing the world and consequently a sensitive topic for our organisation. We've come a long way, but to reduce our carbon emissions, we've to go much further. We all have a part to play in reducing energy and water use, recycling and traveling more sustainably.

PeopleCert's activities related to the environment, touch on many topics covered in detail elsewhere in this Report, including:

- **Energy use**
- **Carbon emissions**
- **Waste arising and recycling**
- **Water**
- **Travel**
- **Sustainable purchasing**

Our approach to Climate Change **a responsibility to act now**

In the past few years, understanding and awareness of climate change issues have rapidly increased in society. This has encouraged us to develop our environmental strategy and improve our approach in order to address those issues that are within our reach. We try to align our business with the UN Sustainable Development Goals. We are proud that positively tackling these challenges puts us at the forefront of sustainable contracting.

Climate scientists stipulate that average global warming must be limited to 1.5°C by the end of the century compared to pre-industrial temperatures. For nations, businesses and communities, this is no easy task, but it is crucial. To help tackle the climate challenge, we set environmental targets and we can do so for our direct and indirect emissions.

We have defined clear objectives and targets around four pillars (energy, emissions, water, waste) of the strategy and metrics through 6 KPIs and we have embedded those into our recently released **Sustainability Plan** that cover energy and environmental performance of all buildings.

Our first commitment is to reduce our direct emissions 10% by 2025 from a 2019 base year. We are accelerating progress against this by implementing energy efficiency projects. We aim to reduce our water and waste footprint 4% every year by changing our people behavior and by applying different environmental protection principles.

Environmental awareness we make our buildings green

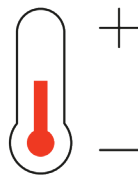
As a global organisation committed to excellence, we are dedicated to protecting the environment, health, and safety of our employees, customers and the global communities we operate in. We recognise that the long-term viability of our business and community is dependent on sustainable operations. We are responsible stewards of the environment and commit to continual improvement, through the adoption and implementation of an Environmental Management System, certified to the ISO 14001 standard. The system measures the annual impact of our business operations on the environment, allowing us to monitor and improve our operations, and as such contribute to the use of environmentally friendly methods.

Positive actions



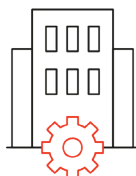
LED lighting

We have replaced 90% of the conventional lamps in our offices with LED equivalents. This resulted to 130,448 kWh of energy and 101.7 tonnes of CO₂ emissions.



Efficient HVAC systems

PeopleCert's premises are equipped with modern and efficient HVAC systems that supply with heating or cooling our offices. Modern HVAC systems have a much higher efficiency than older models.



Facilities management

We have assigned a building facilities specialist to manage and maintain the building in good condition in terms of energy efficiency.

Our impacts ongoing planning and improvement

PeopleCert has different impacts to the environment, from the energy we consume and the things we buy, to the waste and carbon we produce.

Our energy

In 2019, there was a strong focus on the reduction of electricity consumption. We managed to decrease our energy use by **9%**.

Our emissions

The energy reduction we achieved in 2019, saved approximately **60 tonnes** of indirect carbon emissions.

Our commute

We are happy to announce that we cut our mileage down from 211,173 to **160,088 miles**, minimizing our impact to the air. That's the equivalent of 23 trips from Greece to Finland.

Our waste

Waste recycling has decreased by **41%** comparing to the previous year, primary due to a reduction in paper use by 4.8 tonnes.

Our water

We have a challenging target to reduce our water usage in all premises. We successfully met our target reducing the water consumption by **18%**.

Our purchasing

In order to maximize our sustainability performance, our paper purchasing decreased by **3,480kg**.

Exploring our offices being responsible professionals

At PeopleCert, we accurately calculate and carefully monitor our environmental performance. Environmental improvements are integrated into PeopleCert's business planning and decision-making, ensuring that the respect towards the environment forms a part of the core business. We implement environmental management system in all buildings, for energy and water saving, according to ISO 14001. Committed to reducing our environmental impact, we calculate and monitor our carbon footprint. Having also recognized the importance of conserving the natural resources we use our water supply wisely and responsibly. Improving energy efficiency is one of the most important aspects of PeopleCert's sustainability strategy.

Korai Athens

Electricity 409,266 kWh

Emissions 321 tCO₂

Water 1,895m³

Floor space 2,493m²

Panepistimiou Athens

Electricity 151.821 kWh

Emissions 119 tCO₂

Water 1,650m³

Floor space 1,247m²

Nicosia

Electricity 16,177 kWh

Emissions 12.6 tCO₂

Water 31m³

Floor space 75m²

London

Electricity 5,860 kWh

Emissions 5.0 tCO₂

Water 401m³

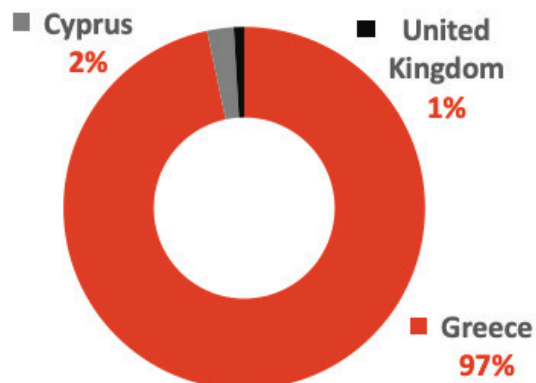
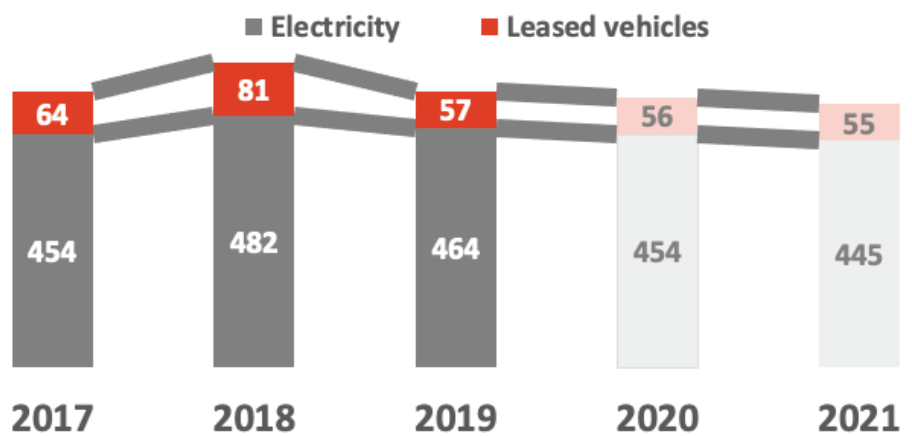
Floor space 31m²

Resources use in operations we measure more to reduce more

Annual Carbon Dioxide equivalent (CO₂e) emissions from the organisation's activities have been estimated using bill data and WRI and AIB's most recently published carbon conversion factors. Total emissions include all or a combination of Scope 1 (Direct), Scope 2 (Energy Indirect) and Scope 3 (Other Indirect) emissions. PeopleCert's emissions statement has been estimated to be 523.6 tCO₂e; most of which, 89%, has been calculated to be attributable to electricity, followed by 11% for leased vehicles use. The remaining negligible proportion attributes to water consumption.

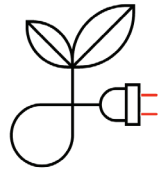
Summary of our footprint

The following figures indicate the change in tonnes of carbon emissions from 2017 to 2019 and the projected change from 2020 to 2021 and the total carbon emissions produced per country.

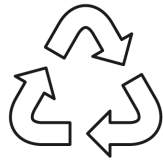


Our promise: staying on track with our goals

We are committed to reduce our operational environmental impacts by setting strategic priorities, which focus on different energy efficiency actions. The actions we prioritized for next year are as follows:

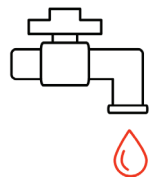


Install intelligent energy monitoring system to better manage our energy use, improve understanding and efficiency. This measure will cut CO₂ emissions by **21.9 tonnes**.



Reduce and recover waste during building operations, by implementing the following initiatives:

- Meticulous monitoring and recording all types of waste arising, particularly recycling.
- Equip kitchens with plastic recycling bins.
- Radically reducing single use plastic cups.



Upgrade our conventional faucets in the toilets and kitchens with touch free faucets to reach 50% reduction of water use.

Delivering
Social Value
All people,
respected.

At PeopleCert we explore social issues and we strive to meaningfully contribute to **improving social cohesion, quality of life, and wellbeing.**

Engaging in social activities creates opportunities for PeopleCert to develop new relationships at the local level, to bring new resources to our services, and new approaches to boost the national economic activity and improve vulnerable people's wellbeing.

Our contributions to improving community social welfare and spreading the culture of giving is of significant importance for PeopleCert. We have always acknowledged our community obligations. We support worthy causes with donations, charitable activities and other types of social contributions.

Creating significant value **our strong impact**

Today it is more critical than ever that PeopleCert continues to build its reputation as a connected, attractive and trusted organisation. It is equally true that understanding and addressing social issues, as well as providing valuable support to vulnerable people and to their social welfare, is a force for good in the world. Moreover, PeopleCert's vision is to reinforce social sustainability and contribute to the wider economic development of Greece.

In 2019, PeopleCert created and distributed Stakeholders Value worth 74.887.011€ for key stakeholder groups. This way, a multiple positive economic footprint is generated, beyond the Organisation, affecting domestic employment and relevant sectors of economy and society.

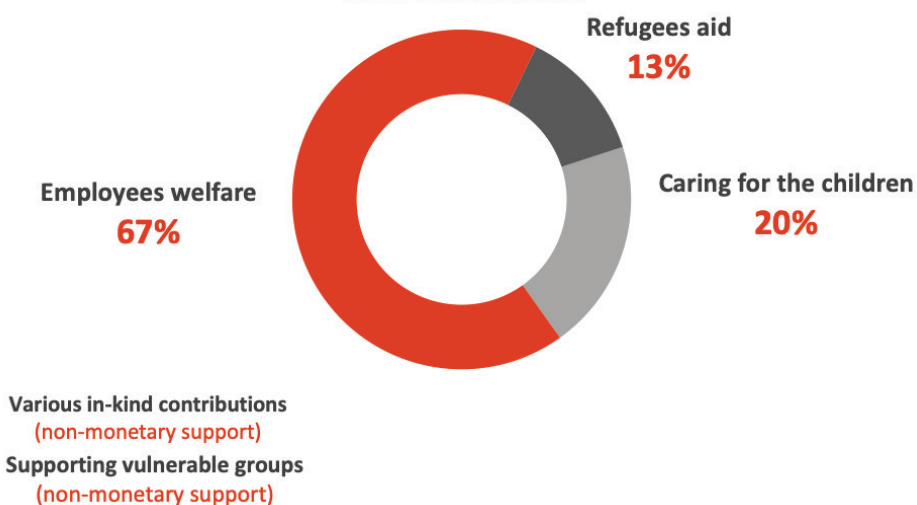
	STAKEHOLDERS VALUE DISTRIBUTION (in €)		
	2017	2018	2019
Employee salaries	3.967.037	5.981.485	8.032.070
Employee insurance contributions	1.057.798	1.456.083	1.532.340
Employee benefits	500.279	354.068	223.226
Interests to capital providers (Banks, Shareholders or any other Fund Contributors)	21.383	93.747	358.507
Taxes paid direct and/or direct	1.007.194	3.336.228	2.633.935
Total investments	943.996	350.002	128.922
Purchases from domestic suppliers (including	5.102.774	4.159.228	4.697.313
Purchases from international suppliers	24.205.109	55.839.322	57.280.698
Total	36.805.571	71.570.163	74.887.011

Transforming communities we add color to people's lives

Our community projects are inspired by our desire to help children, families and communities who deserve a brighter tomorrow.

We aim to provide opportunities and environments for them to learn, grow and flourish. We're pleased to have built a list of more than 8 community projects in 7 different sectors, donating more than 24.400€ and we have no intention of slowing down.

ALLOCATION OF EXPENDITURES ON CHARITABLE ACTIVITIES AND DONATIONS



Our vision is to create positive culture which continually improves people's welfare and wellbeing, and strengthen the communities where we operate. Below are some of the social project ideas and initiatives per sector that we're proud to have completed.

Caring for the children

Quality child care means a safe and caring environment for each child to reach their full potential. We want to ensure all children are in a safe, caring, and stimulating environment, with plenty of opportunities to learn and grow every day.

- We offered support to **Xatzikiriakio**, a female orphanage, for girls under 18 years old.
- We covered the match day kits for 25 kids of **Warrington RUFC** rugby team, aiming to support kids in sports activities.
- We offered clothes, stationary and board games, to **Agia Sofia** Psychiatric clinic, for under 18 years old.

Employees welfare

Welfare activities for all employees are of great importance in PeopleCert. Our people are a major determinant of the success of PeopleCert, therefore, we design several welfare actions, demonstrating our everyday support.

- We have **renovated employees' chairs**, providing the old ones to colleagues and employees at no cost.
- We offered Christmas gifts for PeopleCert employees, supporting **"The Smile of the Child"**.

Refugees aid

Refugees and refugee protection have become global issues. PeopleCert is willing to protect the lives of refugees and promote their wellbeing by offering them all necessary equipment, while also supporting the local economy.

- We helped the organizers of the event **"Small hands change the world"** in Cyprus refugee camp.
- We provided humanitarian material at the **Migrant Reception Center** in KYT Chios.

Supporting vulnerable groups

PeopleCert looks at how vulnerable groups are exposed to a range of risks nowadays, highlighting the importance to quickly identify and manage them effectively. We are providing care to vulnerable people through considerable donations and charitable giving.

- We have started a cooperation with **Boroume**, a non-profit organization whose mission is to reduce food waste and to fight malnutrition in Greece. We offer food leftovers from corporate events and lunches with partners, on an ongoing basis.

Various in-kind contributions

We give back to communities where we have a presence by regularly making non-monetary in-kind donations.

- We regularly offer **room rental free** of charge for various seminars including staff and equipment.

Governing
with
Transparency
All best
practices,
embedded.

PeopleCert strives to meet international standards of **good practice, quality and governance**

PeopleCert acknowledges the significant role of sound governance in the operations of its businesses, increasing shareholder value and sustaining growth. The Company strives and pledges to act with integrity, always in line with the laws, regulations and internal policies in force.

We adopt ethical business practices and we conduct our business with transparency and credibility. Bribery and any other incidents of corruption are strictly forbidden. We do not tolerate corruption, money laundering, bribery or any other immoral or illegal activity. Our performance and competitiveness are solely based on legal practices.

Our business model **The vehicle to flexibility**

Today it is more critical than ever that PeopleCert continues to build its reputation as a connected, attractive and trusted organisation. It is equally true that understanding and addressing social issues, as well as providing valuable support to vulnerable people and to their social welfare, is a force for good in the world. Moreover, PeopleCert's vision is to reinforce social sustainability and contribute to the wider economic development of Greece.

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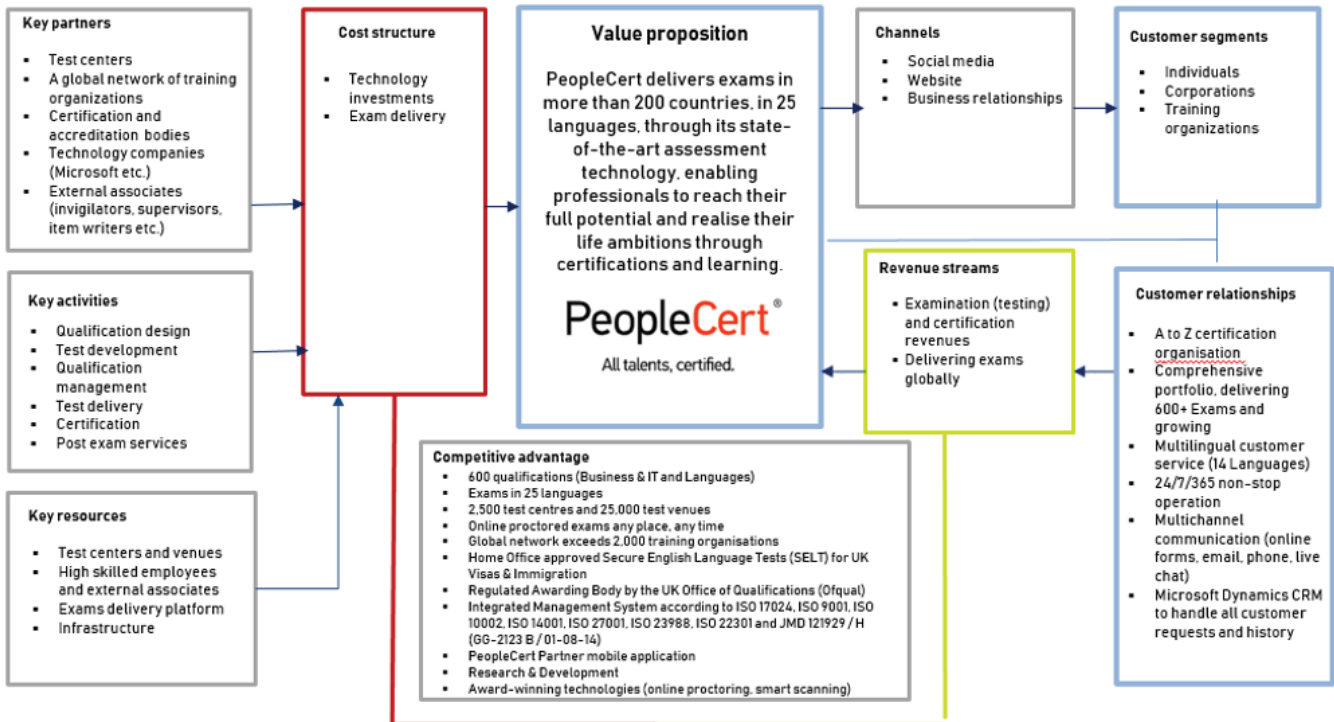
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In 2019, PeopleCert created and distributed Stakeholders Value worth 74.887.011€ for key stakeholder groups. This way, a multiple positive economic footprint is generated, beyond the Organisation, affecting domestic employment and relevant sectors of economy and society.

New market conditions and the growing activities of PeopleCert require the appropriate business model both to support new business and enhance the Company's competitive advantage. It is the Company's top priority to obtain great flexibility and high quality in its services.

The business model that PeopleCert has developed is described as following:

PeopleCert business model



Business model canvas generation by Alexander Osterwalder and Yves Pigneur

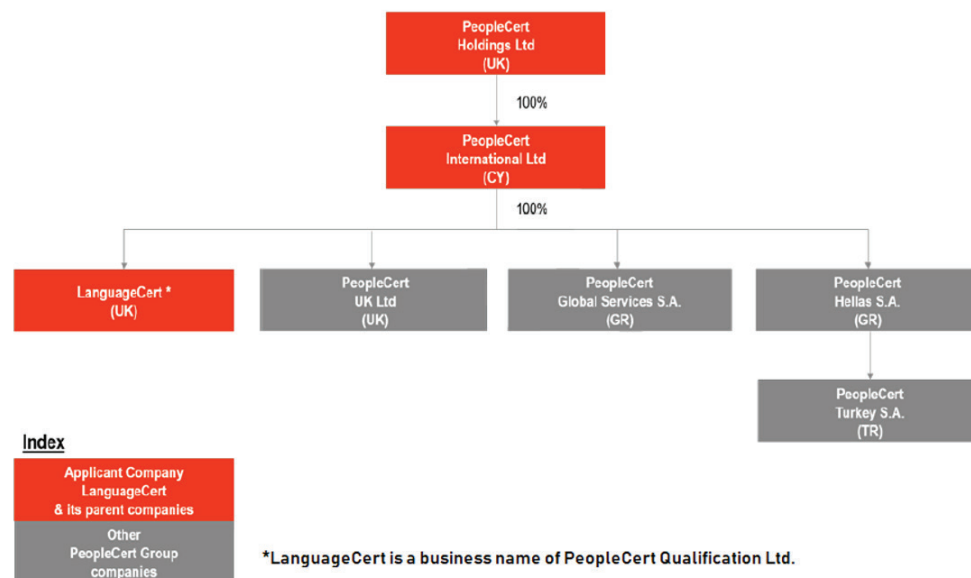
Running our business with transparency we inspire confidence, clarity and certainty

At PeopleCert, we incorporate sound corporate governance practices and principles in our business operations, ensuring accountability and transparency in every aspect of these processes. Along with these principles, we strive to align with our Corporate Governance framework to meet our targets responsibly and effectively. The framework comprises of the following:

- Promoting Social Responsibility
- Providing technology for all
- Ensuring alliance for Digital Employability (AFDEmp)
- Boosting skills with GetBusy Initiative
- Offering accessibility to any PeopleCert exam
- Preserving the environment

Corporate Governance Structure

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



Maintaining high standards of business conduct
always work honestly and with integrity

Bribery and corruption

We are committed to conducting our business in a fair, honest, transparent and ethical manner, in full compliance with applicable laws. We take a zero-tolerance approach to bribery and corruption, as PeopleCert's most precious asset is its reputation, gained through fair and responsible operation. We successfully met our target reducing the water consumption by **18%**.

Risk management and internal controls

We implement effective risk management internal controls, in order to continuously improve our key business areas. We have also developed specific risk management procedures, ensuring that PeopleCert principles of ethical business conduct are followed in every aspect of our business activities.

PeopleCert is exposed to a variety of financial risks, including market risk, credit risk and liquidity risk. Our risk management programme seeks to minimise potential adverse effects on financial performance.

Conflicts of interest

At PeopleCert, we seek to act in the best interest of the company, our customers and shareholders. Furthermore, we seek to ensure that other relationships - including personal interests - do not affect our independent and sound judgement.

All PeopleCert parties shall use all reasonable efforts to avoid conflicts of interest, and shall not engage in any activity that could reasonably lead to their inability to perform their duties to PeopleCert professionally.

Our financials providing data with transparency

Financial data (amounts in euro)			
	2017	2018	2019
Revenue (net sales)	33.484.731	74.252.895	77.844.468
Operating profit	4.292.945	5.900.314	6.666.928
Operational costs	9.217.575	14.000.493	14.593.863
Payments to providers of financial capital	400.000	736.831	1.250.000
Profit / Loss before taxes	3.232.582	4.921.213	5.532.115
Profit / Loss after taxes	3.107.933	4.677.628	5.251.277
Tax payments - indirect (VAT)	-	334.193	323.180
Tax payments - direct	-	3.002.035	2.310.755
Total payments to government agencies (taxes paid)	-	3.336.228	2.633.935
Grants and subsidies from the state		323.784	
Equity	9.712.627	14.095.283	19.924.432
Total investments	8.953	8.953	8.953
Total assets	18.212.891	31.126.643	34.059.065

Sustainability
Report
methodology

PeopleCert’s first ESG Report covers a broad range of issues that relate to the Company’s economic, environmental and social impact, and there is no specific limitation on the scope or boundary of the Report. PeopleCert’s 2019 ESG Report (1/1/2019 - 31/12/2019) includes data for the Company’s premises in the United Kingdom and Cyprus, while limited data is presented for its international activities.

For comparability reasons, the data for the years 2017 and 2018 are also presented throughout this Report. The principles applicable to determining the content of the Report were used:

- The principle of “Materiality”
- The principle of “Stakeholder inclusiveness”
- The principle of “Sustainability context”
- The principle of “Completeness”

The 2019 ESG Report was compiled with the support and expert guidance of Grant Thornton (www.grant-thornton.gr).

GRI Conformance Index

PeopleCert’s ESG Report was developed with reference to the performance indicators listed as core elements in the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines (GRI Standards). A summary index for the Report against each of the GRI guidelines, is provided below:

GRI General disclosures

Disclosure	Pages	Disclosure	Pages	Disclosure	Pages
102-1	3, 4, 5	102-8	20, 23	102-51	52
102-2	4, 6, 7, 9-11	102-9	4, 11, 30-32	102-52	52
102-3	4, 52	102-10	52	102-53	52
102-4	4	102-40	15	102-54	52
102-5	49	102-42	15-16		
102-6	4, 6-7, 9-11	102-47	14-15		
102-7	4, 6, 9-10, 20, 23, 41, 50	102-50	52		

GRI Topic-specific disclosures

Financial performance		Environmental performance		Social performance	
Disclosure	Pages	Disclosure	Pages	Disclosure	Pages
201-1	41, 50	302-1	35, 37, 38	401-1	20, 22, 23
204-1	32	303-1	37	403-9 (2018)	28
205-2	49-50	305-1	35-37	404-1	23
		305-2	35-37	404-3	23
		305-3	35-37	417-1	5, 6, 9-11

Contact information

Please send any feedback regarding the ESG Report to the following address, to actively contribute to our improvement and further growth:

Name: Vassiliki Mandilara

3 Korai street, 10564, Athens

Email address: vassiliki.mandilara@peoplecert.org

PeopleCert

All talents, certified.

ESG REPORT 2020