

performance



Sustainability Report 2022

Think Ahead.

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At Performance Technologies, we take our responsibilities seriously, and today, we are thrilled to unveil our 1st Sustainability Report. This comprehensive document sheds light on our engagement with stakeholders regarding Environmental, Social, and Governance (ESG) issues for the year 2022.

The report provides a comprehensive overview of our endeavors, achievements, and the challenges we encountered on our sustainability journey. We aim to offer you a deep understanding of our commitment to promoting sustainability while prioritizing our employees' well-being and our company's role within society.

Our employees are the lifeblood of our organization. Our work environment fosters creativity, innovation, and a sense of fulfillment, enabling us to incorporate sustainable practices across all our operations. With their unwavering support, we have successfully integrated sustainability principles into every facet of our activities.

At Performance Technologies, we understand that business sustainability transcends our company's boundaries and has a profound impact on society. Collaborating with suppliers and non-governmental organizations, we actively develop programs that promote social well-being, education, and the nurturing of young professionals. By offering opportunities and inspiration, we empower the next generation to become agents of change for a more sustainable future.

One such initiative we take immense pride in is the Performance Technologies ACADEMY, which we launched in 2021 and we continue every year since then. This program provides final-year university students and recent graduates in technology with technical skills and valuable work experience, preparing them to make meaningful contributions to society.

We firmly believe that a collaborative effort is essential to creating a brighter future for all. By joining forces, we can forge a path toward a world that respects the environment, uplifts society, and provides sustainable opportunities for the young professionals of tomorrow.

In 2023 we celebrate the 30th anniversary of Performance. Also, we are in the process of listing on the Main Market of the Athens Stock Exchange. Given these significant milestones, we would like to reaffirm our commitment to being responsible corporate citizens and making a positive impact on society.

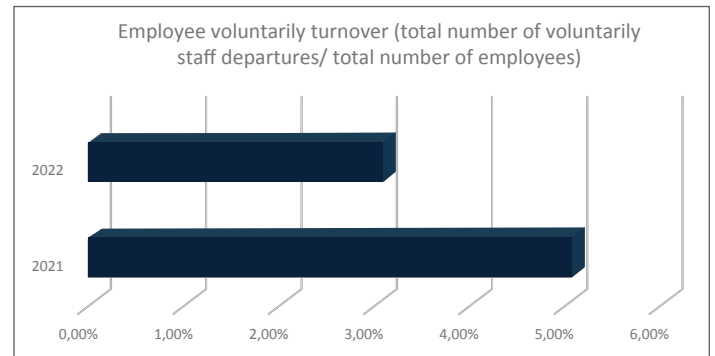
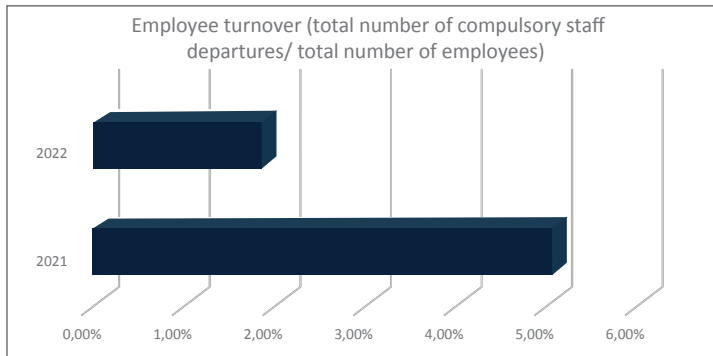
Therefore, we invite you to explore our Sustainability Report, which exemplifies our dedication to a sustainable future for ourselves, the upcoming generations, and the professionals who will shape it. Let's seize the initiative and co-create a world that thrives on sustainability and shared prosperity.

Kind regards,
The President and Chief Executive Officer
Dionisis Hintzidis



Insights Company Highlights

Employee Turnover



Technology certifications



Corporate environmental policies

01. Compliance and Progress Monitoring

02. Fostering Environmental Responsibility

03. Reducing Paper and Toner Usage

04. Responsible Energy Consumption

05. Utilizing Natural Lighting

06. Transitioning to LED Lighting

07. Raising Employee Awareness

08. Leveraging Cloud Technology

09. Infrastructure Consolidation

10. Waste Management

Company Highlights

PERFORMANCE
ACADEMY

Where talent
meets technology



2022

- Was held: 08/03 - 21/03
- Participated: 14
- Recruited: 8
- Male recruitment rate: 57%
- Female recruitment rate: 43%

2021

- Was held: 01/07 - 30/07
- Participated: 24
- Recruited: 14
- Male recruitment rate: 50%
- Female recruitment rate: 50%

ISO Certifications



ISO 27001: 2019
Information Security Management System



ISO 27701: 2019
Privacy Information Management System



ISO 9001: 2015
Quality Management System



ISO 22301: 2019
Business Continuity Management System



ISO 45001: 2018
Health & Safety Management System



ISO 14001: 2015
Environmental Management System

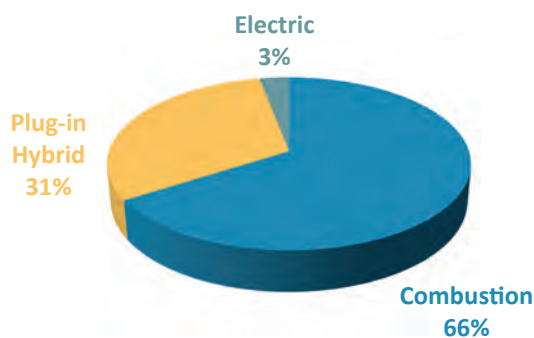
Electric/Hybrid vehicles

In a bid to decrease reliance on fossil fuels, we have started to renew our fleet with hybrid and pure electric vehicles. This strategic move not only contributes to reducing carbon emissions but also sets a precedent for eco-friendly transportation choices.



We are aiming to reduce combustion vehicles to 50% by the end of 2024.

FLEET OF RENTAL CARS FOR 2022



Company Profile

Who we are

We are a trusted partner for organizations that seek to redefine and reinvent themselves through digital. We provide products, services, and solutions that transform traditional businesses into digital leaders. We help businesses grow through the most effective use of technology.

Since 1997, Performance Technologies (PT) has helped clients of all sizes across an array of industries understand and implement technology solutions that improve processes and helps business grow. Our team has the technical and business expertise to help you realize the maximum value from your IT investments.

Our focus areas are Cloud, Analytics, Workflow, and Cybersecurity.

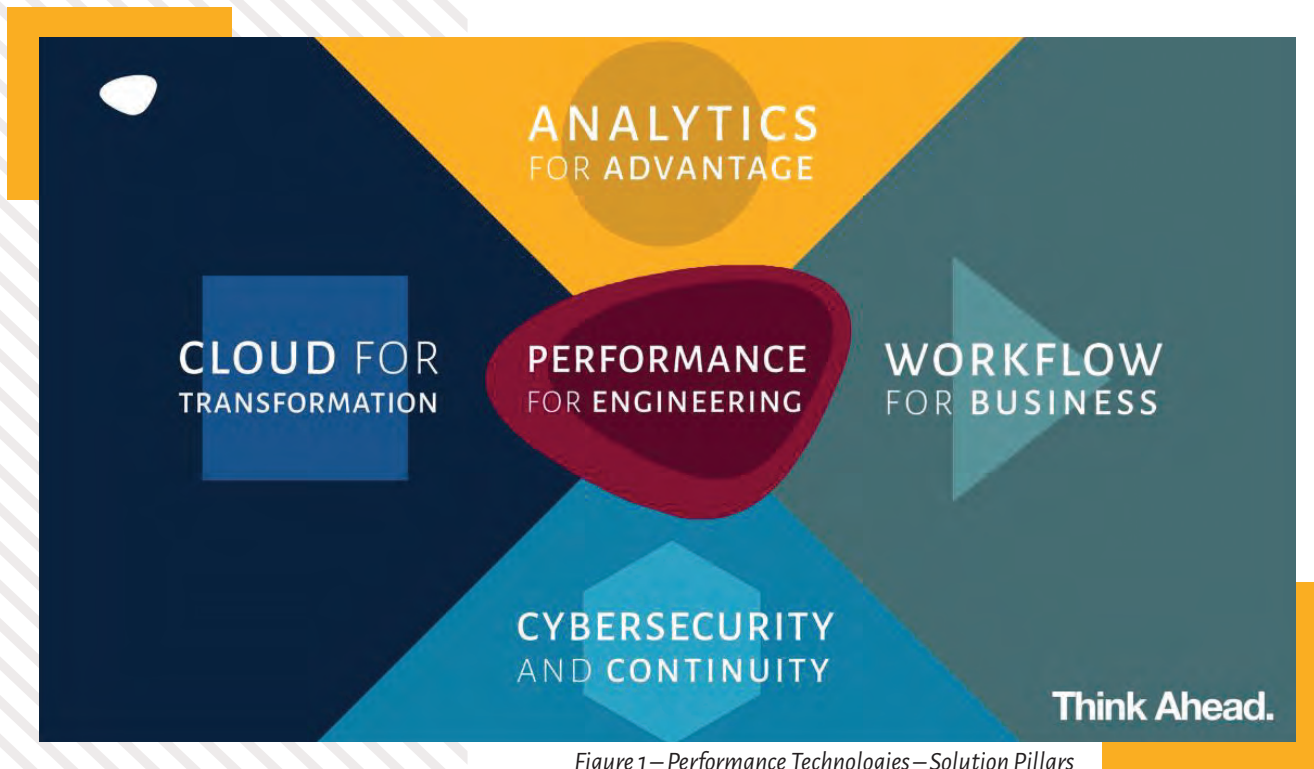


Figure 1—Performance Technologies—Solution Pillars

Principal segments of expertise and client offering

An evolving, prospective and cutting edge service offering, expected to generate significant growth.

Hybrid IT and Cloud Transformation	Big Data & Business Analytics	Business Workflows	Cybersecurity
Enabling clients transition to the cloud era. Organizations deploy applications, software, storage, computing networking elements without the burden of maintaining and upgrading internal IT infrastructures	Data collection and analysis, intelligent extraction and effective business decisions enabling: Data Driven Operations, User Experience, Monitoring and Business Intelligence	Building digital processes for monitoring, controlling and automating IT infrastructure, key business applications and various types of business workflows for improved efficiency, enhanced quality and compliance	Providing effective data and cyber security services, through the establishment and operation of a Security Operation Center, addressing needs of mid-market as well as enterprise clients to protect their digital assets, data and reputation from cyberattacks

Figure 2 – Performance Technologies – Principal segments of expertise analysis

We combine our services expertise with state-of-the-art products and technologies from strategic alliance partners to architect, design, and implement effective and efficient solutions information that reduce IT expenditure, maximize quality, and reduce time to market while ensuring business continuity at all levels.

Performance Technologies successfully operates a Quality Management System, which has been certified to ISO 9001:2008 standard. We are also certified to several other ISO standards that cover all main aspects of our activities.

The Company`s shares have been listed in the Athens Stock Exchange/ENA Market since September 2008 (stock symbol: PERF).



Solutions & Services

Performance Technologies offers innovative solutions, consulting services, and high-quality support services.

At Performance Technologies, we help companies and organizations adapt to their ever-changing needs, reduce costs, and become more competitive by reducing time to market and improving quality.

Performance Technologies solutions and services span a broad variety of IT areas. Several of these solutions are designed having sustainability in mind, aiming to reduce energy usage, resource consumption, and waste generation, contributing to a more eco-conscious approach to information technology.

IT solutions that are provided by our company, having key sustainability aspects and features include among others:

01.

Cloud-based solutions such as assessments, consulting services, and migration of on-premises infrastructures and applications to the cloud, contributing to a more efficient resource utilization and energy consumption than traditional on-premises implementations.

02.

Virtualization solutions on server, desktop, network, storage, and data center levels, consolidating physical hardware and leading to reduced energy consumption, cooling requirements, and space usage.

03.

Green data storage by implementing techniques such as data deduplication, compression, and tiered storage solutions that can reduce the energy consumption and the space usage, associated with data storage.

04.

Observability and monitoring solutions that allow enterprises to track, analyze, visualize, and report the usage of resources in their infrastructures and applications, making it possible to optimize them.

05.

Remote management and remote working solutions, contributing to the reduction of the need for on-site presence, and lowering travel-related emissions and energy consumption.

06.

Technology refresh solutions, aiming to replace the old IT infrastructures of our customers with new ones, more compact and efficient, using less energy and space, leading to lower carbon emissions.

07.

Big data analytics solutions to collect, analyze, and process information to make effective decisions for a variety of businesses including energy management and environment protection.

Education Services

We offer official leading technical training for some of the top technology vendors including Red Hat, Veritas, and VMware.

We offer technical education services in key areas including virtualization, storage, availability software, security, and Linux/Unix. Official courses are delivered in a classroom setup, online, or at customer premises customized to your particular needs.



Alliances

Over the years, Performance Technologies has built strong partnerships with leading international information technology companies that focus on technology innovation. We systematically and consistently invest in gaining knowledge and experience of our partners' solutions and technology, to be able to successfully deliver cutting-edge and tested solutions to our customers.

PARTNERSHIPS & ALLIANCES

Principal Partner, Professional Services Partner, Authorized Training Center (VATC)

HPE Platinum & Service One Partner

IBM Platinum Business Partner

Dell Technologies Platinum Partner

Premier Business Partner & Training Delivery Partner, CCSP

Micro Focus Platinum Partner

Microsoft Gold Partner

Veritas Platinum Partner, Training Partner

CommVault Authorized Partner

Dynatrace Master Partner

Fortinet Business Partner

Veeam Gold Partner

Business Partner

Premier Business Partner

Business Partner

+MAJOR CLOUD PLATFORMS

Company Profile

Customers

Performance Technologies' philosophy foundations are its customer-centric culture and high-quality solutions delivery that fully satisfy customer requirements. We have more than 25 years of experience and an impressive list of completed projects in demanding and heterogeneous environments. As a result, we have built a solid customer base, maintaining loyal and long-term relationships with major customers from the telecommunication, banking, manufacturing, retail, and publishing sectors as well as public sector customers.

This clientele includes, among others, companies and organizations such as Alpha Bank, National Bank of Greece, Eurobank, Piraeus Bank, Bank of Greece, Attica Bank, Pancreta Bank, OTE/Cosmote, Vodafone, Wind / Nova, Hellenic Parliament, ELTA, Retail World (Public), SIA Greece, Teiresias, PPC, ADMIE, DEDDIE, OPAP, Intralot, Athens Stock Exchange, AXA Insurance, National Insurance, Intrasoftware International, Aegean Airlines, Athens International Airport, Hellenic Petroleum, Viohalco Group, Mytilineos Group, TITAN, HERON, ELPEDISON, Motor Oil Hellas etc.

Trusted
Enterprise
Partner





Petabyte Business IT Solutions SA, a 100% owned subsidiary



Alfavad Sole Proprietorship Informatics Company, 100% owned subsidiary



performance
Cyprus

Performance Technologies (Cyprus) Ltd, a 100% owned subsidiary



performance
Bulgaria

Performance Technologies BG AD, indirect participation as it is a 100% subsidiary of Performance Technologies (Cyprus) Ltd.



Adaptera Technological Solutions for Optimizing Applications, IT Infrastructure and Telecommunications Sole Proprietorship, acquisition with a 60% stake in fiscal year 2022

Adaptera Cyprus LTD, indirect participation with a percentage of 60% as it is a 100% subsidiary of Adaptera IKE.

All companies are consolidated in the financial statements of the group and the relevant report is obtained from a sworn auditor, while for the Greek companies, a tax certificate is issued for each separately by the same auditing company.

This Sustainability Report concerns the calendar year 2022 (from January 1, 2022, to December 31, 2022) and aims to cover only the operations of the parent company, Performance Technologies S.A.



Integrity

Our work is according to our words. We are open, honest, and fair and we do the right thing even when no one is watching.



Customer Satisfaction

Our goal is to be the best partner; we understand and satisfy the needs of our customers in the best way.



Quality

We always try to understand what others expect from us and are committed to exceeding their expectations by working methodically and efficiently.



Teamwork

We work as a team with common goals, inspired by the best results achieved through collaboration and sharing of ideas.



Innovation

We work innovatively and flexibly in cutting-edge technology areas, embracing new ideas with a spirit and energy that sets us apart from our competitors.

Participation in the Alternative Athens Exchange Group

Performance Technologies Société Anonyme is a listed company in the Alternative Athens Exchange Group with a wide range of shareholders. The Company's shares have been listed in the Athens Stock Exchange/ENA Market since September 2008 (stock symbol: PERF). The directors of the company hold about 50% of the total shares. It is to be pointed out that the main shareholder is not a member of the Board of Directors.

Performance Technologies successfully operates several systems to prove in practice its commitment to standards:

ISO certifications



ISO 27001: 2019
Information Security Management System



ISO 22301: 2019
Business Continuity Management System



ISO 27701: 2019
Privacy Information Management System



ISO 45001: 2018
Health & Safety Management System

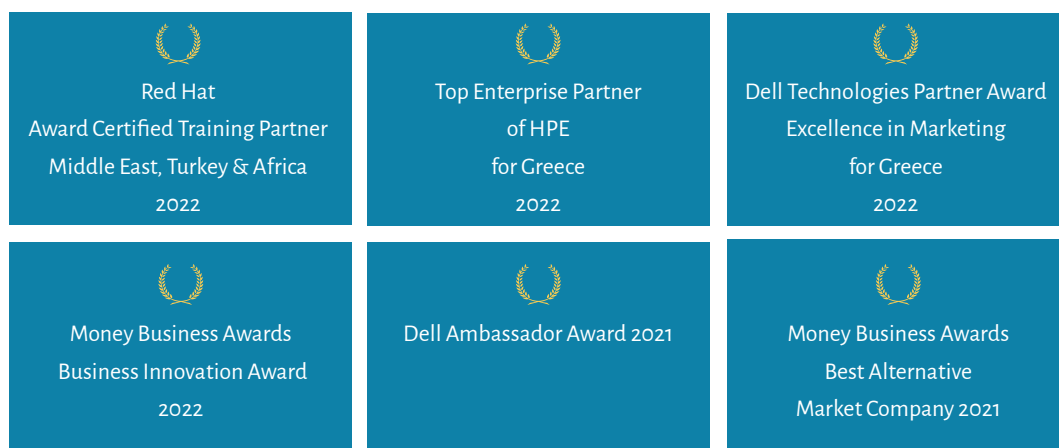


ISO 9001: 2015
Quality Management System



ISO 14001: 2015
Environmental Management System

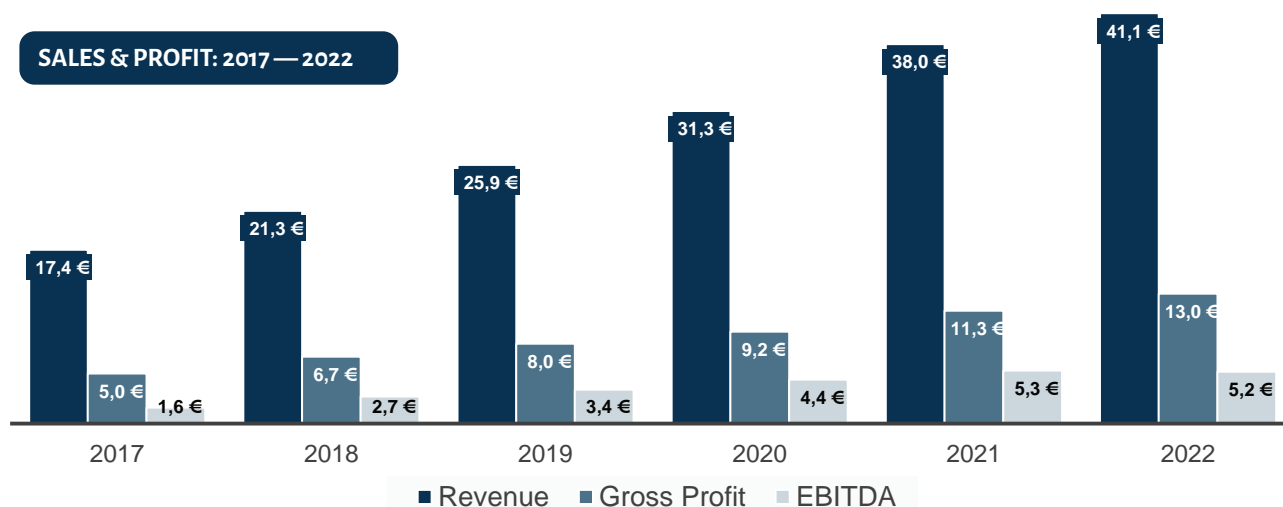
We are happy to present our awards and distinctions for 2021 – 2022:



At this point, it is worth, also, noting that we are an active member of the Chamber of Commerce and Industry of Athens.

Financial Performance - Results of Operations

SALES & PROFIT: 2017 — 2022



On a consolidated basis, turnover increased by 10.2%, amounting to 41,913 thousand euros. Gross profits increased by 14.9%, to 12,928 thousand euros. Profits before taxes, financing, investment results, and depreciation (EBITDA) decreased by 1%, to 5,203 thousand euros, as in 2022 the payroll expenses of the parent Company related to its development in various fields of activity increased significantly. Profits after taxes increased by 9.8%, to 3,812 thousand euros.

2022 was a milestone year for the Company. We completed the end of 2021 the first capital increase through private placement in large and valid institutional portfolios, significantly strengthening our capital and share base. The resources of the increase were therefore at the management's disposal from the beginning of 2022 and gave the necessary momentum and confidence to evolve and adapt its strategy to the new market challenges.

After that:



We continued with great success the effort to attract and integrate high-level human resources that staff our activities in high-demand sectors, addressed to projects that will result from the huge public investments for IT and digital transformation projects and will be financed by the RRF, NSRF, etc. The Cloud, Analytics & BI, ESS, TSS, and Public Sector departments were reorganized and significantly strengthened.



We have completed the acquisition of ADAPTERA, and the results of the latter are already included in the Group's results for the last four months of 2022. The organic integration of ADAPTERA has been completed. The first signs of synergies and joint initiative toward our customers are visible and we expect that they will add significant value to both customers and the group. With the entry of ADAPTERA into the group we can provide a very wide range of solutions for end-to-end service-aware and infrastructure monitoring, network monitoring, and application performance monitoring (APM).



Our investments are paying off with an increase in sales and gross profit and, most importantly, an increase in the net profit margin on sales that reflects our gradual shift to higher value-added services.



Investments in human resources had the expected effect of increasing payroll expenses and a subsequent impact on the profitability of the year. EBITDA remained essentially flat compared to 2021, or even slightly decreased if the contribution of the ADAPTERA quarter results is removed.



Already in the first half of 2023 we see a significant increase in revenue and Gross Profit compared to that of the first half of 2022 as our investments start to pay off. We, therefore, see with satisfaction that this trend confirms the management's strategy and choices. We believe that we have reached an excellent level of human resources that meets our growth strategy and needs.

Engagement with stakeholders

We deeply value and recognize our stakeholders, including both natural and legal entities, who directly or indirectly impact or are impacted by our decisions and operations. After a series of productive meetings and in strict adherence to relevant laws and our existing policies, we have identified five distinct stakeholder groups.

Our commitment to fostering continuous dialogue and cooperation with our stakeholders is evident through multiple channels, including our website, emails, social media platforms, and on-site meetings. Through these avenues, we actively seek to understand and address their expectations, needs, concerns, and requests promptly and appropriately.

We have undertaken a Materiality assessment this year to further enhance our stakeholder engagement efforts, focusing on ESG (Environmental, Social, and Governance) issues. This marks our first significant step in monitoring and incorporating their ESG expectations, ultimately guiding the development of our comprehensive ESG Strategy.

At our core, we prioritize our stakeholders' perspectives and concerns, endeavoring to be a responsible and responsive company that actively aligns its practices with the best interests of our valued stakeholders.



The Company focuses on issues that concern and have an impact on Stakeholder assessments and decisions and on the business itself.

From the Materiality Analysis process emerged the material issues, both for the Stakeholders and for the Company.

The Analysis was carried out in three stages:

Materiality assessment process

Step 1.

Identification of issues

To conduct a comprehensive materiality assessment, it was crucial to identify and understand the key issues that are relevant to our organization. This involved engaging internal and external stakeholders, including employees, customers, shareholders, and suppliers. Through interviews with internal stakeholders, such as Members of the Board of Directors and Managers to gain their expertise and insights, we gathered insights and perspectives on environmental, social, and governance (ESG) issues that are considered to be significant for them.

During this stage, it was essential to consider both internal and external factors that may impact our business. Internal factors can include company values, strategic objectives, operational processes, and risks. External factors encompass global trends, regulatory requirements, industry standards, and emerging societal concerns.

Step 2.

Prioritization of identified issues

Once the key issues were identified, the next step was to prioritize them based on their significance and potential impact on the organization and our stakeholders. This was achieved through a questionnaire that was sent out to employees, clients, and suppliers.

The research was conducted in June 2023 based on a questionnaire examining 26 ESG topics, we asked the participants to rate these topics based on a standardized scale from 1: insignificant to 6: most significant.

Step 3.

Validation of Results

To enhance the credibility and reliability of the materiality assessment, it was crucial to validate the results through review and verification processes. This involved seeking the conduction of review sessions with internal stakeholders to validate and refine the identified and prioritized issues. The responsibility for validating the results and developing the ESG Strategy rests with the Board of Directors.

Materiality assessment results

In 2022, we conducted our 1st extensive materiality assessment addressing ESG topics and developed our materiality matrix based on the results.

The matrix functions as a guide in managing our sustainability agenda and we intend to review and adjust the matrix every 2-3 years to meet external and business context changes.

The 26 ESG topics examined in our questionnaire are presented below:

E

- Climate change
- Responsible use of resources
- Renewable sources of energy
- Energy consumption
- Product life cycle
- Proper waste management and recycling programs
- Employee awareness

S

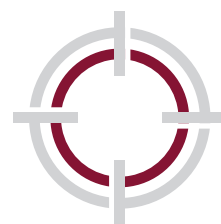
- Open communication policies
- Effective internal communication
- Fair work environment
- Occupational Health & Safety Policy
- Appropriate working environment
- Talent management
- Diversity, inclusion, and equal opportunities
- Giving back to our community
- Respect for human rights

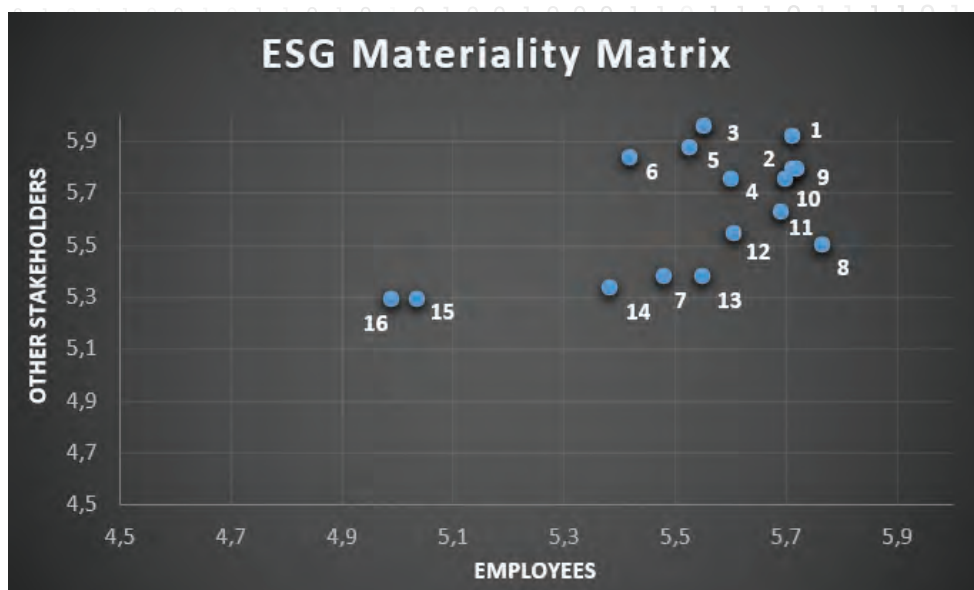
G

- Business Ethics – Integrity
- Anti-Corruption/Anti-bribery policy
- Compliance obligations
- Business Continuity
- Digital Transition & Innovation
- Data protection
- Cybersecurity
- Transparency
- Governance of ESG issues

We concentrate on the 16 highest priority items in our Sustainability Report.

Our sustainability strategy focuses on taking responsibility, minimizing negative social and environmental impacts, and enhancing our positive reputation. These focus areas make up the framework for our ambitions, targets, and milestones.





Pillar	Material Issues	No.	Definitions
G	Cybersecurity	1	Threat management through advanced cyber security systems in the company.
	Data protection	2	Protecting personal data and confidential customer information and preventing unauthorized collection and use of sensitive customer data.
	Anti-corruption/ Anti-bribery policy	3	Establishment and implementation of Policy to combat bribery and corruption and to prevent fraud.
	Business Continuity	4	Identify and manage potential risks, including non-compliance, security, cyber, reputational, geopolitical, and physical risks, ensuring the company's ability for business continuity
	Compliance obligations	5	Compliance with all applicable laws and regulations governing the operation of the company.
	Business Ethics - Integrity	6	Proper functioning of the Board of Directors and independence of the members of the Board of Directors. Existence of the company's Code of Ethics and Conduct.
	Digital Transition & Innovation	7	Creating products/services for customers with an emphasis on innovation, technological adaptation, and digital transformation

Pillar	Material Issues	No.	Definitions
S	Fair work environment	8	<i>Establishment of procedures for the fair professional advancement of employees and establishment of a fair remuneration and promotion policy.</i>
	Respect for human rights	9	<i>Respect for human rights and compliance with international labor practices. Adoption of Policies for the defense of human rights.</i>
	Occupational Health & Safety Policy	10	<i>Developing appropriate plans to deal with threats, bullying, and incidents of violence and harassment at work.</i>
	Appropriate working environment	11	<i>Implementation of measures to ensure a safe and pleasant working environment (e.g., good air and light quality, separate men's/women's toilets, the existence of appropriate infrastructure for vulnerable groups of workers)</i>
	Talent Management/Education & training	12	<i>Establishing a long-term and stable work environment. Providing competitive compensation, quality benefits, education, training, evaluation, continuous development, career advancement opportunities for employees, etc.</i>
	Effective internal communication	13	<i>Effective communication channels between employees, ensuring employee participation in decision-making, grievance procedures, and employee satisfaction.</i>
	Diversity, inclusion, and equal opportunities	14	<i>Creating a work environment that pro-motes equality (regardless of gender, sexual orientation, religion, nation or country of origin, age, and socio-economic background). Establish policies and programs that promote diversity.</i>
E	Waste Management & Recycling Program	15	<i>Waste management systems and recycling programs focus on the collection of paper, toner, light bulbs, household batteries, aluminum cans, plastic from beverages, etc.</i>
	Responsible Use of Resources	16	<i>Reduction of resource consumption (energy, heating, water, etc.) through the implementation of training and programs (e.g., closing switches when leaving the premises, automation in the office premises).</i>

The table below presents the material issues arising from the consultation with the stake-holders and their connection with the UN Sustainable Development Goals:

Material issues & SDGs

Pillar	Material Issues	Connection with UN Sustainable Development Goals (SDGs)	Related Stakeholders
G	Cybersecurity		<ul style="list-style-type: none"> ■ Customers ■ Employees ■ Business Community ■ Regulatory Bodies
	Data protection	 	<ul style="list-style-type: none"> ■ Customers ■ Employees ■ Business Community ■ Regulatory Bodies
	Anti-corruption/ Anti-bribery policy	 	<ul style="list-style-type: none"> ■ Customers ■ Employees ■ Business Community ■ Regulatory Bodies
	Business Continuity		<ul style="list-style-type: none"> ■ Customers ■ Employees ■ Business Community
	Compliance obligations	 	<ul style="list-style-type: none"> ■ Customers ■ Employees ■ Business Community ■ Regulatory Bodies
	Business Ethics – Integrity	 	<ul style="list-style-type: none"> ■ Customers ■ Employees ■ Business Community ■ Regulatory Bodies
	Digital Transition & Innovation		<ul style="list-style-type: none"> ■ Customers ■ Employees ■ Business Community

Pillar	Material Issues	Connection with UN Sustainable Development Goals (SDGs)	Related Stakeholders
S	Respect for human rights		<ul style="list-style-type: none"> ■ Employees ■ Business Community ■ Local Community ■ Regulatory Bodies
	Fair work environment	 	<ul style="list-style-type: none"> ■ Employees ■ Business Community ■ Local Community ■ Regulatory Bodies
	Occupational Health & Safety Policy		<ul style="list-style-type: none"> ■ Employees ■ Business Community ■ Local Community ■ Regulatory Bodies
	Appropriate working environment	 	<ul style="list-style-type: none"> ■ Employees ■ Business Community ■ Local Community
	Talent Management/ Education & training	 	<ul style="list-style-type: none"> ■ Employees ■ Business Community
	Effective internal communication	 	<ul style="list-style-type: none"> ■ Employees ■ Business Community
E	Diversity, inclusion, and equal opportunities	  	<ul style="list-style-type: none"> ■ Employees ■ Business Community
	Waste Management & Recycling Program		<ul style="list-style-type: none"> ■ Employees ■ Local Community ■ Regulatory Bodies
	Responsible Use of Resources		<ul style="list-style-type: none"> ■ Employees ■ Local Community ■ Regulatory Bodies

The E of “ESG”

We Care About Our Planet

Performance Technologies recognizes the importance of the environment for the development of the economy and society in general and is committed to contributing to its protection as well as to the saving of natural resources and to addressing the risks arising from climate change.

Our company thinks of the environment as one of its top priorities and we have adopted a framework that is modeled according to EN ISO 14001:2015, which is integral to all our business activities.



Certificate of Environmental Management System ISO 14001:2015,
TUV HELLAS (TUV NORD) – A.M. Certificate: 042 23 0028

Read more about our Environmental Policy by downloading [this file](#).

Our “E” priorities & commitments

Waste Management & Recycling Program

Importance to Our Company	5.04
Importance to other Stakeholders	5.29

Responsible Use of Resources

Importance to Our Company	4.99
Importance to other Stakeholders	5.29

The E of “ESG”

Our
environmental
performance
in 2022
can be summarized



Electricity
Consumption
110 MWh

Equals to
0,68 MWh/ employee



Waste –
Batteries
31 kg



Water use
235 m³

Equals to 0,15 m³ /
employee



Waste –
electronic office
equipment
630 kg



Scope 2
GHG emissions from
Electricity Consumption

46.186,14 kgCO₂

Equals to 285,09 kgCO₂ /
employee

The E of “ESC”

1 For the calculation of scope 2 (electricity), the conversion factor from the National Inventory Re-port for Greece for the year 2022 (NIR 2022) has been used.

At our company, we are dedicated to conducting all our business activities responsibly, with a strong focus on minimizing our environmental impact and promoting sustainable practices. Our corporate policies serve as the foundation for creating a safe and healthy workplace, protecting the environment, and conserving valuable energy resources.

To fulfill these objectives, we actively pursue the following measures:

At our
premises

01.

Compliance and Progress Monitoring: We strictly adhere to all applicable environmental laws and regulations. Regular monitoring and measurement of our environmental performance enable us to continually improve our ecological footprint and set higher standards for ourselves.

02.

Fostering Environmental Responsibility: Our corporate culture is built upon a strong foundation of environmental responsibility, fostering employee engagement and empowering our workforce to be proactive in making a positive difference.

03.

Reducing Paper and Toner Usage: As a technology company, we embrace electronic communication to minimize paper usage, thereby reducing our overall environmental footprint. In this direction, we are also using printing as a service.

04.

Responsible Energy Consumption: Across all our operations, we strive for responsible energy consumption, prioritizing energy conservation and efficiency. When feasible, we prioritize renewable energy sources as part of our commitment to a sustainable future.

05.

Utilizing Natural Lighting: In new and renovated spaces, we prioritize the use of natural lighting, harnessing the power of sunlight to reduce energy consumption.

06.

Transitioning to LED Lighting: We are proactive in adopting LED lighting technology, having already replaced conventional light sources with energy-efficient LED lighting in our offices.

07.

Raising Employee Awareness: We inform and raise awareness among our employees about energy-saving practices in the workplace, encouraging their active participation in our environmental initiatives. For example, we have created a comprehensive "Go Green" guide that outlines best practices for employees and stakeholders to adopt sustainable habits in their daily lives.

08.

Leveraging Cloud Technology: We use Cloud operations to reduce our environmental footprint, leverage efficiency, and reduce resource consumption offered by modern technology.

09.

Infrastructure Consolidation: We consolidate our company's infrastructure with newer, energy-efficient equipment to further reduce overall consumption.

10.

Waste Management: We meticulously segregate solid waste into hazardous and non-hazardous categories. Hazardous waste, including light bulbs, batteries, and inks, is responsibly managed and recycled through licensed companies. Non-hazardous waste like paper, plastic, and aluminum is collected separately and taken for recycling to the Hellenic Recovery Recycling Corporation (HERRCO) Waste Recycling System bins.

The E of "ESG"

Our "E" planning

We, at Performance, driven by a commitment to excellence and environmental stewardship, actively seek sustainable solutions to minimize and ultimately eliminate our ecological impact.

To achieve this goal, the company is taking the following actions:

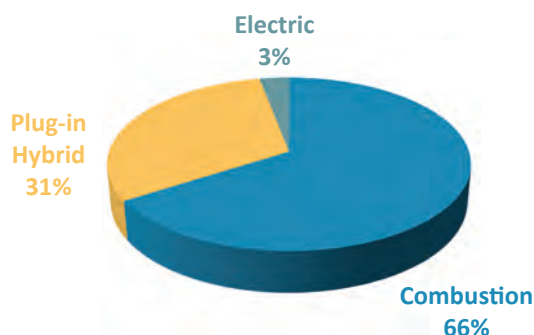
Electric/Hybrid vehicles



We are aiming to reduce combustion vehicles to 50% by the end of 2024.

In a bid to decrease reliance on fossil fuels, we have started to renew our fleet with hybrid and pure electric vehicles. This strategic move not only contributes to reducing carbon emissions but also sets a precedent for eco-friendly transportation choices.

FLEET OF RENTAL CARS FOR 2022



Electricity consumption

For 2022, our electricity consumption per employee was equal to 60,17 kWh, which increased by 8% compared to the previous year 2021 (55,72 kWh). This increase was due to two reasons:

- the return of employees to the company's offices. After the quarantines, periods when we had to work remotely due to the Covid-19 pandemic, the number of employees at the company's facilities increased significantly from approximately May 2022 onwards, which had an impact on the consumption of electricity,
- increase in staff generally. The number of employees increased by about 20% during 2022, so there was more need for charging PCs and other electrical devices, lighting, etc.

We are aiming to reduce our consumption this year by following the below initiatives:

- We are currently exploring the feasibility of installing photovoltaics in our facilities. By harnessing the power of solar energy, the company aims to significantly curtail its reliance on electricity derived from fossil fuels and natural gas. This forward-thinking approach proves a commitment to sustainable energy practices.



Waste management

In compliance with ISO 14001, during 2023 we have begun measuring waste disposals of recyclable and non-recyclable waste. According to the results, we will be able to set metric goals for the following years.

With these sustainability measures in place, Performance Technologies is paving the way for a greener and more eco-conscious future. By proactively adopting environmentally friendly practices, the company is setting an example for the industry and working towards a future with a diminished environmental footprint.

WE RESPECT (OUR) PEOPLE

Respecting employees and society lies at the core of our company's values and principles. We firmly believe that the success of our organization is built upon the well-being and empowerment of our employees. We foster a workplace culture that values diversity, inclusivity, and open communication, ensuring that every team member feels respected, heard, and valued. By providing a safe and supportive environment, we encourage creativity, innovation, and personal growth, allowing our employees to thrive both personally and professionally.

Beyond our workforce, we extend our commitment to respect for society at large. We actively engage in initiatives that contribute positively to the communities in which we operate, aiming to make a meaningful and lasting impact. Our corporate social responsibility programs are designed to address societal challenges, promote sustainable practices, and give back to those in need. We collaborate with local organizations, support charitable causes, and participate in community-driven projects to build stronger, more resilient communities.

Our “S” priorities & commitments

Respect for human rights

Importance to Our Company	5.72
Importance to other Stakeholders	5.79

Our Code of Ethics and Business Conduct has a special section on “Human Rights and Labor Policy”, which sets the principles to ensure that all employees are treated with respect and dignity, they are working of their own free will, and that they are properly compensated for their effort and contribution to the company's goals.

This Code applies to everyone working for the Company regardless of location, role, or level of seniority. This includes all Employees, Managers, and Directors of the Company. PT expects temporary and contract employees, consultants, agents, and any other third party who acts in the Company's name to act by the principles of the Code. Every subsidiary and joint venture which the Company controls must adopt and comply with this Code.

Where PT participates in but does not control a joint venture relationship, it will encourage and -in some cases- require its partners to meet the requirements of this Code.



The S of “ESG”

Towards this direction, we:

Do not allow child labor under any circumstances. All employees must meet the minimum age requirement set by Greek laws.

Condemn fraud, deception, or coercion in the recruitment, placement, or management of persons.

Comply with all applicable wage laws, including those relating to minimum wages, overtime hours, and legally mandated benefits. Working hours shall be limited to what is acceptable by local laws.

Value and respect workforce diversity.

Provide a safe and healthy workplace complying with health and safety laws, regulations, and internal practices.

Maintain a workplace that is free from violence, harassment, and other unsafe or disruptive conditions.

Respect our employees' right to join, form, or not join a labor union without fear of punitive actions.

Cultivate and promote a culture of respect for human rights and promote awareness-raising in this field among its employees.

Require our business partners and suppliers to respect human rights and adopt similar policies.

Read more about our Code of Ethics and Business Conduct [here](#).

The SoF“ESC”

Fair work environment

Importance to Our Company	5.76
Importance to other Stakeholders	5.50

Selection and Recruitment Procedure



The PT implements a Selection and Recruitment Procedure that aims at attracting highly qualified individuals who possess academic credentials and can actively contribute to fulfilling the organization's mission and achieving its strategic objectives. The Company's recruitment process involves three key stages.

Firstly, a comprehensive job description is created to identify the specific role that needs to be filled. Subsequently, the job advertisement is either posted internally within the Company or externally to reach potential candidates. Finally, a suitable candidate is carefully selected. This selection process encompasses managing CVs, conducting interviews and assessments, presenting the most promising candidates, and verifying references as required.

The goal is to adhere to the Company's policy and ensure fair evaluations without any bias or discrimination among applicants.

This entire process is characterized by transparency and objectivity to guarantee the identification of the most suitable candidates for the available positions.

Evaluation Procedure

The PT implements an Evaluation Procedure that aims at evaluating employees' performance regarding business objectives, promoting continuous development and motivation, and supporting fair pay decisions and policies.

The goal of the evaluation process is to view it as a means of employee development and recognition, fostering a positive perception among employees. Addressing performance or behavior issues should be done before the appraisal to avoid surprises for employees.

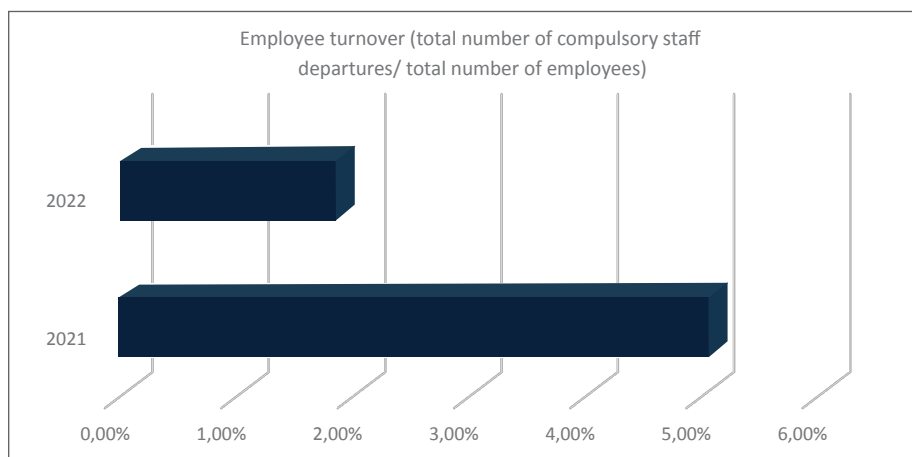
The evaluation involves setting goals, both qualitative and quantitative, for employees. This process includes determining company wide objectives, and departmental goals, and distributing objectives to individual employees based on their roles and responsibilities. Evaluators, typically direct supervisors, assess employee performance based on the set objectives.



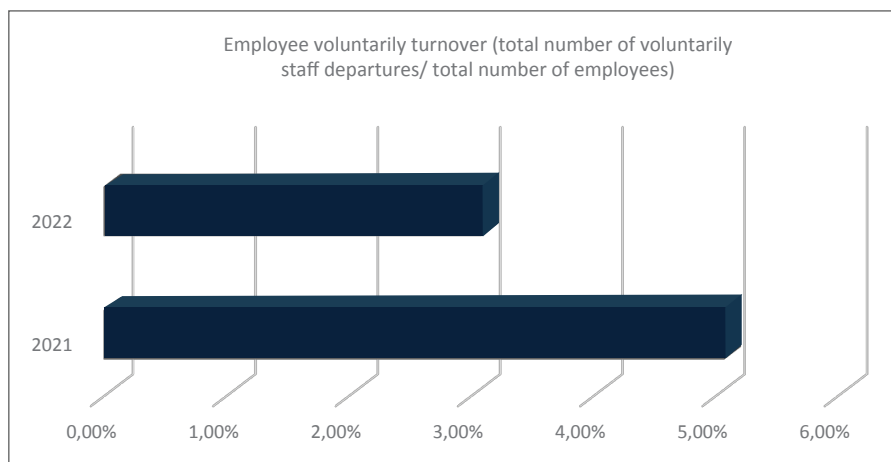
Benefits

01. NBG life and health insurance contract that covers every employee and optionally their family members (spouses and children)
02. Meal vouchers to all employees that are redeemed at supermarkets and restaurants
03. Commuting expenses (fuels, tolls, parking, travel expenses), for employees who participate in meetings, and events for business reasons
04. Depending on goals achievement has been set by managers, at the beginning of the physical year
05. Pension plan exists for middle & upper managers
06. Leased cars are available for certain employees' groups, such as Account Managers, Business Unit Managers, System Architects-Consultants, Directors
07. Mobile phones and laptops are available to all employees

Employee turnover



Employee turnover



The total turnover rate for 2022 is 4.94%. The number of people leaving the company is significantly low. The above diagrams help to ensure that PT can continue to position itself as an attractive employer.

Occupational Health & Safety Policy

Importance to Our Company	5.70
Importance to other Stakeholders	5.75

Keeping our people safe is vital for our productivity, but even more for our culture and the values we project toward our customers, partners, and shareholders. We believe that feeling cared for is the base fabric of trust and goodwill, and there is nothing more important for our people to have the sense that we value their safety above everything else.

We are certified according to EN ISO 45001:2018 to complement our intent with an actual systematic set of policies and practices and to be able to measure and continuously improve employee safety and well being, regardless if they are working on premise or from home.



Certificate of Health and Safety Management System ISO 45001: 2018, TUV HELLAS (TUV NORD) – A.M. Certificate: 047 22 0007

Read more about our Health & Safety Policy by downloading [this file](#).

We strive to adopt labor and employment practices and to maintain a healthy, safe, and productive work environment. **Towards these directions we:**

- Provide an environment where work related health and safety risks are controlled to prevent injuries, accidents, and occupational
- Comply with national legislation and all directives related to Health and Safety at work.
- Aim at continuous improvement of its occupational health and safety performance.
- Organize and conduct occupational health and safety training programs for all employees.
- Ensure that all employees understand, implement, and comply with the occupational health and safety policy and practices.

- Intend to influence its business partners and third parties to adopt and implement similar policies and practices.
- Set, measures, and monitors annual occupational health and safety goals and objectives for all of its business operations.
- Require its business partners and suppliers to provide a safe and healthy work environment for its employees and adopt similar policies.

To be pointed out, that within the scope of the Health & Safety Management System and the compliance with the Greek legislation, we monitor the number of occupational diseases and the number of serious injuries permanently:

	2022	2021
Occupational diseases	0	0
Number of serious injuries	0	0

There is a permanent collaboration with a Safety Engineer and an Occupational Doctor, who are responsible, amongst others, for the development and monitoring of the written assessment of the professional hazards of the staff and the issuance of the certificates of suitability per job position.

Health coverage

To strengthen the employer employee trust relationship and beyond ensuring professional stability, the Company provides employees with free safe health coverage.

Days of health and prevention

The company offers, through the Affidea Medical Center, to those of us who wish, free blood tests (general blood, cholesterol, sugar, liver tests, atherosclerotic index, HDL, LDL, Γ -GT, TSH for women and PSA for men), general check-up and cardiac examination (cardiogram, electrocardiogram, triplex), which is also accompanied by a fitness certificate for a gym subscription.

Due to the Covid 19 pandemic which caused general internment and difficulty in our meetings, these days of health and prevention have been put on pause for the last 3 years. PT, staying true to its goals, is aiming to continue this benefit, putting the health of its employees as a priority.

Policy for Combating Violence and Harassment

The company has zero tolerance for any form of violence and harassment at work and is committed to protecting any person who faces such issues at work.

The policy to prevent and combat violence and harassment at work, established in aims to create a coherent and modern framework of rules and procedures to protect employees from all forms of violence and harassment and to ensure a working environment that respects and promotes their right to work without fear and pressure.

The policy applies to all employees of the company, including those on contract, project, postgraduates, volunteers, former employees, and those applying for work.

The policy prohibits all forms of violence and harassment that take place during work, including gender based violence and sexual harassment.

It is pointed out, that we have updated our Labor Regulation to include a related section, as Law 4808/2021 stated, this has been declared to the Labor Inspectorate, as well.

Communication channels

The complaint about an incident of violence or harassment is submitted in writing, via electronic correspondence (e-mail) to the electronic talk2us@performance.gr managed by Human Resources Manager and/or the persons authorized by him.

[MM1]



First aid seminar

On Thursday, November 11, 2021, a 2 hour seminar about first aid techniques was held on our premises. The participants were trained at a theoretical, but also practical level in life saving knowledge and skills in the application of Cardiopulmonary Resuscitation (CPR) and the use of Automated External Defibrillator (AED).

31

of our employees participated in this first-aid seminar.

Appropriate working environment

Importance to Our Company

5.69

Importance to other Stakeholders

5.62

We, at Performance Technologies, take great care to ensure a healthy work life balance for our employees. We actively promote practices that encourage flexible working hours, remote work options, and part time arrangements. The aim is to cultivate a positive and nurturing work environment that boosts employee productivity and well being. It is to be pointed out, that a Tele working Policy has been developed since 2021.

Performance Technologies premises are located in the center of Athens, close to the Acropolis. Our facilities are situated on the 1st, 2nd, 3rd and 4th floor of a high standard working environment. Recently we renovated our premises and therefore provide employees with a pleasant working environment as well as a fully technologically equipped space.

The offices have wide windows to be sunny and help reduce light power consumption.



Each floor has separate toilets for men and women, a kitchen, and water coolers.

» The 1st floor is classified as a leisure area. It hosts ping pong, billiards, and football tables. Here employees can have a pleasant break, decompress, and return to work more relaxed.

» The main restroom and kitchen are situated on the 3rd floor, where there are available coffee machines, vending machines, microwave, amenities, and appliances needed for a comfortable break. In the kitchen, we use recycled cups and glasses for water and coffee and to help with their recycling we keep recycling bins for various materials in the same area.

» The 3rd floor hosts the reception, the Finance, the HR, a part of the Technical Team, the Analytics Team, and the Company's meeting rooms Socrates and Stephen. There is also a gym and the main kitchen.

» On the 4th floor are the administrative services' offices.



To strengthen its relations with its employees and their families, the company organizes outings mainly on the occasion of company birthdays Christmas parties, and New Year celebrations. Employees' families are invited to attend these events. The events are also joined by animators who creatively entertain the children of the employees. The company's management always expresses its thanks to all employees who have contributed significantly to the company's successes. At the first event of the year, which takes place at the end of January, employees who have completed 15 years of service to the company are awarded.

Also, at the beginning of the school year, the company offers gifts to young students and children of employees. For older children, it organizes a career orientation day, with career professionals as coaches.

The company, on every occasion, undertaking a new project, or completing a significant project, shows its appreciation to its employees, and organizes small pizza parties at its premises.

Employees' Climate Survey 2022 Highlight



The work climate survey is a complete reflection of what is valid at the level of corporate culture and existing processes to favor the implementation of the management's strategic decisions. It explores the connection between corporate goals and human resources and outlines the divergence of employee goals and values from management's vision and philosophy. Throughout 2022, almost all employees, more specifically 130 people, had a face to face meeting with the HR manager.

Among the findings, one can highlight:

- Each manager has created their team and culture among their people which is an outgrowth of the overall company culture. They operate as microworlds with strong ties and support.
- The satisfaction of working for such an organization.
- The hierarchy that, while it exists, is not imposed.
- The many different subjects that unfold in the company and the professional opportunities they hold.
- The availability of everyone to help when someone needs something.
- Attracting graduates or seniors, gives credits to the management.
- The opportunities for graduate school grants.
- People who worked in the company in the past, returned and are both effective and very happy about it.
- The fact that there is no strict supervision during the day.



Talent management/ Education and training

Importance to Our Company	5.60
Importance to other Stakeholders	5.54

For our employees

The development and training of our people is a top priority. With strategic planning and organization of investments in education and training to improve performance and efficiency as well as develop new skills.

We, at Performance Technologies, recognize success, and we are happy to reward the employees who contributed to it.

We are not stingy with "Bravo" and showcase the pioneers of our successes. Thankful messages from both the Supervisors and the CEO to everyone, they inform about the successful completion of projects, about the company's innovative actions and the undertaking of large projects and congratulate the people who participated in them.

Our culture highlights talented employees and empowers them to innovate. As a reward, we offer trips or participation in international meetings/conferences to our employees who stand out for their work.

Our core team of technicians (about 70 people) has more than 200 certifications - acquired with the care of the company - and counts many hours of training in technologies and solutions that PT supports.

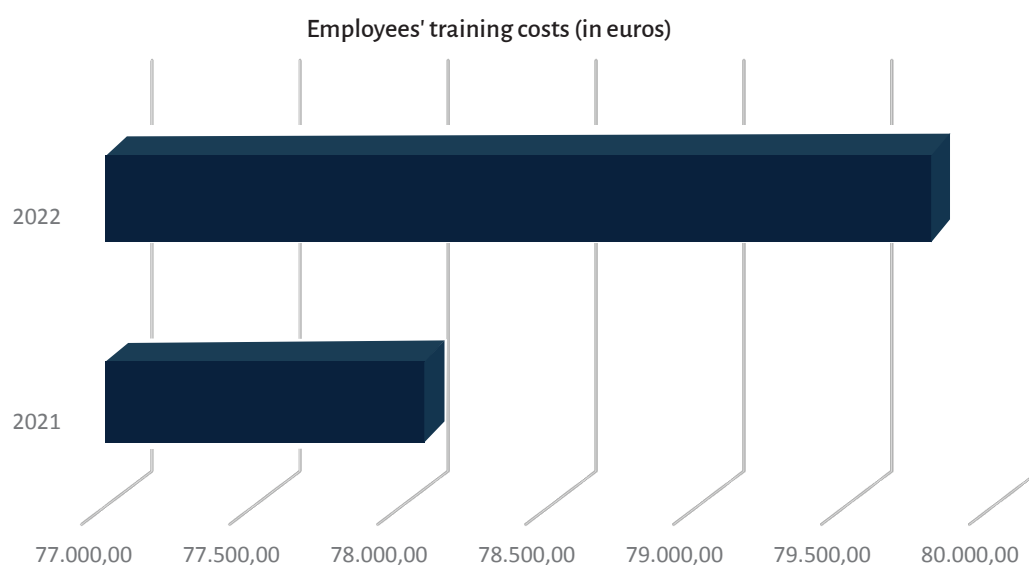
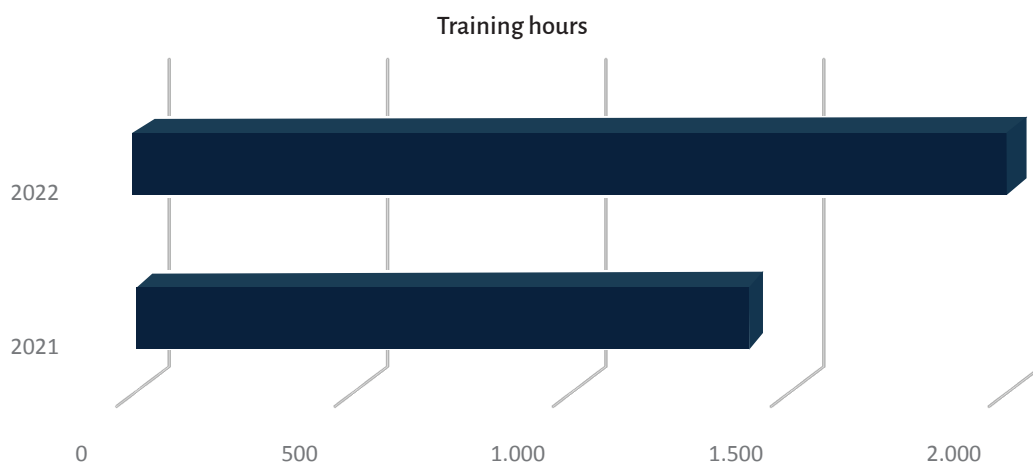


We also offer technical certifications, training, and postgraduate degrees, with 100% coverage of expenses.

Related examples:

- of our employees have completed or are in the process of completing postgraduate studies in the last 2 years; and
- 1 employee is studying for a bachelor's degree at a college.

Also, employees often participate in events, inside and outside of Greece, organized by hardware and software manufacturing companies, to be informed not only about the narrow topics of their specialty but also about general topics and developments in the field of IT e.g., VMware World, Micro Focus Universe, HPE Discover, IBM Think & IBM Technical University, etc.



An annual briefing is given to all employees every December about ISOs, GDPR, and the company's Code of Ethics and every 2-3 months for new hires. The goal for the next two years, 2023-2024, is for each employee to watch relevant 10-minute videos and then successfully answer a questionnaire to be determined (pass/no pass).

For the next generation of employees

In 2021, our company took a visionary step forward by launching the "PT ACADEMY" – an exceptional program tailored for final-year university students and recent graduates majoring in technology. Our primary objective is to equip young talents with cutting-edge technical skills while facilitating a seamless transition into the professional realm.

The PT ACADEMY presents a unique opportunity for participants to immerse themselves in a comprehensive curriculum that covers the latest advancements in technology. Through a carefully designed learning experience, we aim to foster a deeper understanding of industry trends and best practices, enabling students to stay at the forefront of innovation.

At the end of the day, we aim to recruit young talents who have completed the PT ACADEMY and demonstrated outstanding proficiency in their chosen technology domains. Our commitment to nurturing and empowering these exceptional individuals extends beyond the program's duration.

We seek to inspire a passion for continuous learning and encourage participants to push the boundaries of their capabilities. This dedication to excellence ensures that our recruits are equipped with the skills and mindset needed to thrive in the competitive landscape of the technology industry.



2022

- Was held: 08/03 - 21/03
- Participated: 14
- Recruited: 8
- Male recruitment rate: 57%
- Female recruitment rate: 43%

2021

- Was held: 01/07 - 30/07
- Participated: 24
- Recruited: 14
- Male recruitment rate: 50%
- Female recruitment rate: 50%

Moreover, it is worth mentioning that we work with the following Universities to attract students for internships, EKPA, Harokopio University, NTUA, University of Piraeus, etc. The career offices of the universities we partner with, forward the company's details to the graduates and they contact us for the implementation of their internship. Most of them remain with the company after completing the internship.

Effective internal communication

Importance to Our Company	5.55
Importance to other Stakeholders	5.37

Internal communication at Performance Technologies is based on the Open Door Policy, in which employees have open access to their supervisors and company managers, so they feel comfortable and encouraged to discuss concerns, ideas, or subjects with them, without fear of negative commentary or retaliation.

The Open Door Policy, in addition to accessibility, includes other elements, which the company has chosen to make part of its culture, such as:

01. Transparency, where employees have access to company information and updates that affect their work or that allow them to become part of the company's vision and decisions.
02. Feedback, which encourages two-way communication, where employees can freely provide feedback to their managers, and managers, in turn, provide feedback and guidance to their employees.
03. Dealing with internal disagreements and conflicts based on the use of open communication channels to address and resolve issues between employees or between employees and managers.
04. Empowerment, where employees feel that through open, transparent, and reliable communication their voice is taken into account in decision-making processes and that their contribution is recognized.

Our **Code of Ethics and Business Conduct** has a special section on “**Whistleblowing Policy**”, which encourages all our employees and third parties to promptly report any breach or suspected breach of laws, regulations, the PT Code of Ethics & Business Conduct, or other company policies and procedures. This includes reporting alleged irregularities that may harm the company's reputation or any attempts to conceal such actions, such as theft, money laundering, corruption, fraud, abuses, financial statement irregularities, discrimination, sexual harassment, assaults, and any other forms of misconduct.

PT manages whistleblowing reports with strict confidentiality and assures that no negative (punitive) actions will be taken against employees who submit reports. The protection of the whistleblower's anonymity is a crucial aspect of the Whistleblowing Policy, except in cases where the report is malicious or when the disclosure of the whistleblower's identity is mandated by law.

It is emphasized that reports concerning individuals should not contain sensitive personal data, which includes information related to racial or ethnic origin, political opinions, religious or philosophical beliefs, union membership, health, social welfare, sexual life, criminal prosecutions, or convictions.

To facilitate reporting, PT has established specific whistleblowing channels that both employees and third parties should utilize to report any breaches or alleged irregularities:



Via telephone
0030 2109947100



Via e-mail
info@performance.gr

Diversity, inclusion, and equal opportunities

Importance to Our Company	5.38
Importance to other Stakeholders	5.33

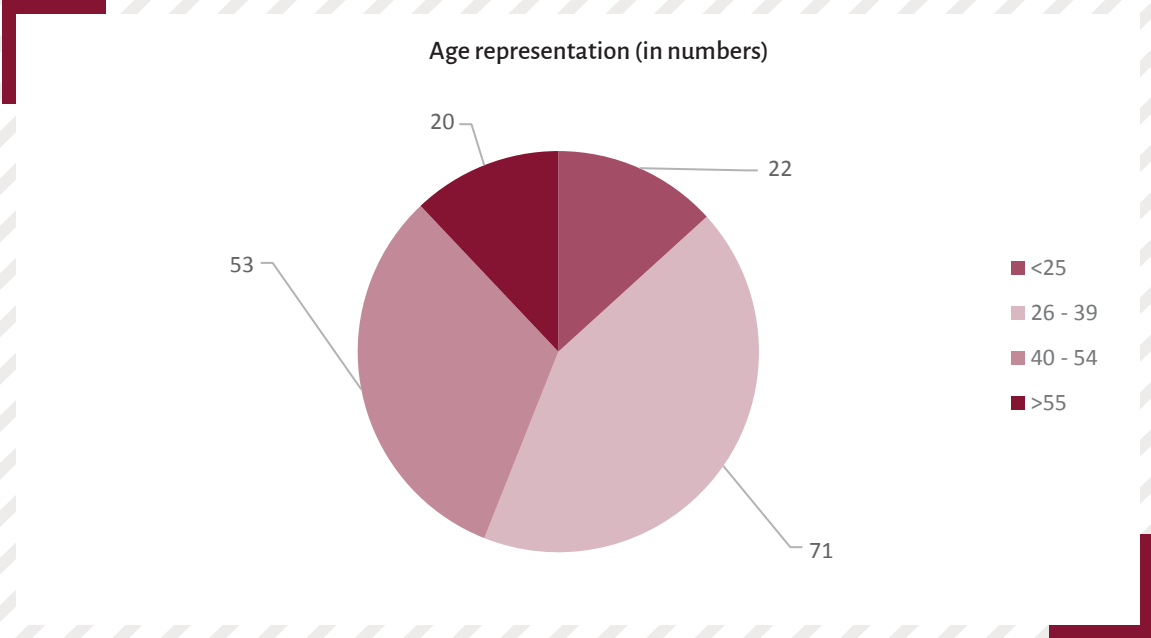
Our **Code of Ethics and Business Conduct** has a special section on “**Diversity and Equal Employment**”, which sets the principles to ensure that current and future colleagues are treated fairly and non-discriminately, supporting prosperous societies.

PT is committed to developing and ensuring a harassment-free work environment, where business activities such as hiring, promotion, development, and compensation of employees, are conducted without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age.

These business activities as well as the design and administration of PT benefit plans comply with all applicable laws, including those dealing with equal opportunity. All employment decisions at PT are based on business needs, job requirements, and individual qualifications, without regard to such characteristics. PT does not tolerate discrimination or harassment of any kind.

PT requires its business partners and suppliers to respect workforce diversity and equal employment affairs as well as adopt similar policies. All employees and partners are obliged to accept and sign the Code of Conduct.

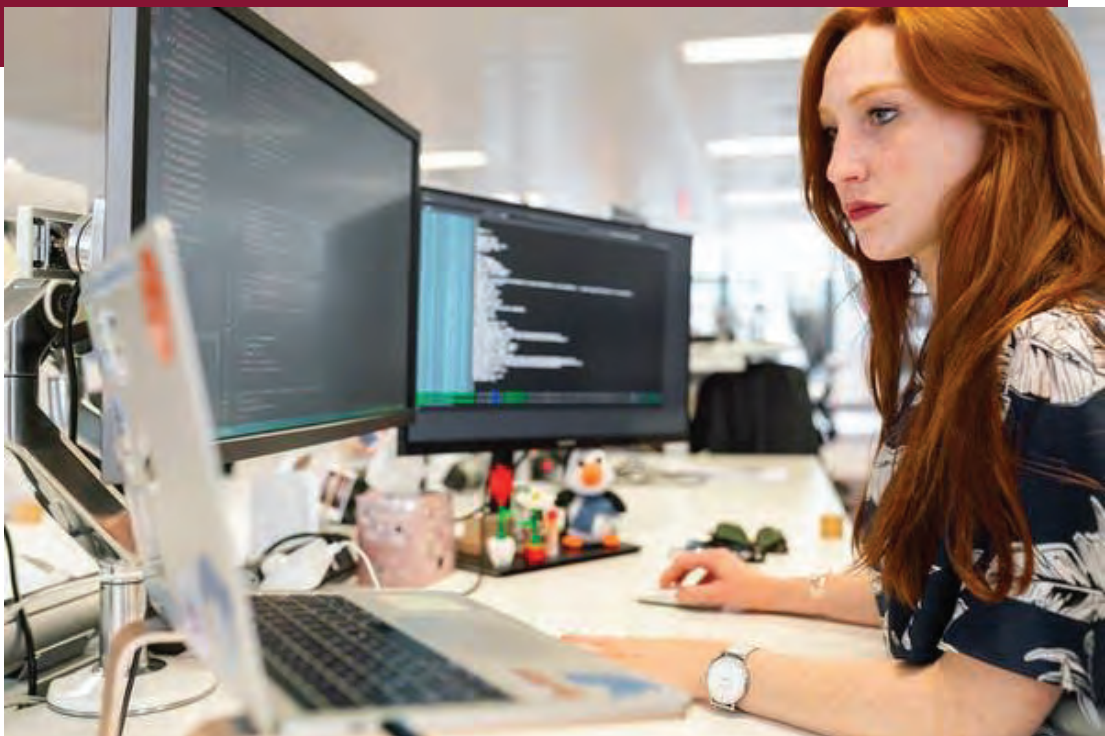
We strongly believe that an **agediverse workforce** fosters knowledge sharing and a culture of continuous learning. Younger employees often bring fresh ideas, innovative thinking, and familiarity with the latest technologies. On the other hand, more experienced workers possess valuable insights, industry knowledge, and a wealth of expertise accumulated over the years. The combination of these perspectives creates a rich environment where employees can learn from one another, leading to enhanced problem-solving and creative solutions.



“One of the first challenges that we must face is the low representation of women in the technology sector.”

The technology sector has long been perceived as a male-dominated world, but it is high time for this to change. The gender disparities and underrepresentation of women in technology are undeniable issues that hinder progress, innovation, and diversity within the industry.

Breaking down the barriers that hinder women's advancement in technology is not only a matter of fairness but also a strategic move toward unlocking the untapped potential of talented individuals. Embracing diversity in the tech sector can lead to fresh perspectives, enhanced creativity, and more effective problem-solving.

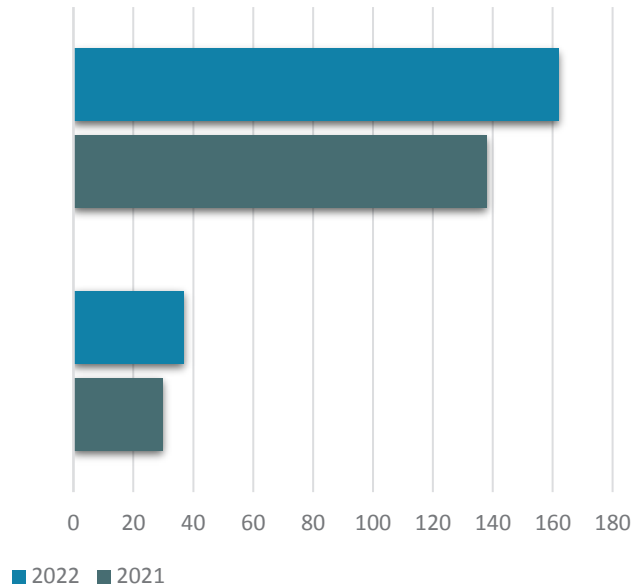


The Sof“ESC”

Following this way of thinking, in the last years we aim to increase the number of women employees in our company:

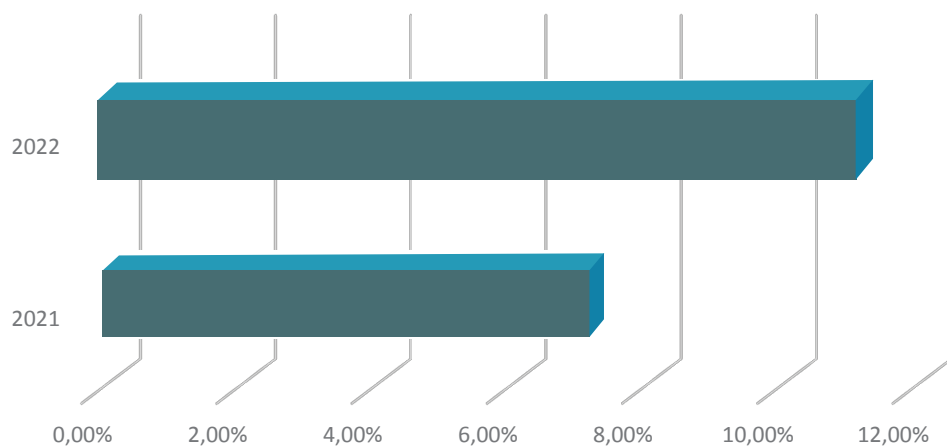
Total number of employees in the company

Total number of female employees in the company



Moreover, we believe that diversity is key to the success of the business. We do not differentiate between men and women when it comes to promotion opportunities or remuneration. We want to ensure a workplace with a diverse workforce, characterized by mutual respect and trust, promoting equal opportunities and allowing colleagues to live up to their full potential.

Women employees at manager levels (%)



Over the past two years, our company has celebrated Women's Day with meaningful and empowering actions. In 2021, we organized a virtual coffee event centered around the theme **"STRONG WOMAN AND THE RECIPE FOR SUCCESS"**. Recognizing the unique challenges women face in balancing home, children, and work, we aimed to provide a supportive platform for our female colleagues. The event allowed them to share their experiences, thoughts, and concerns, seeking guidance from experts such as psychologists and life coaches who were invited to join the conference.

One of the significant topics discussed during the event was Harassment at work and strategies to deal with it. We firmly believe that addressing such issues is essential for creating a safe and respectful work environment for everyone. Through open dialogue and expert insights, we aimed to empower women to assert their rights and find effective ways to address any challenges they may encounter.

The following year, in 2022, we continued our commitment to supporting women by hosting another virtual coffee event, this time with the subject **"THE WOMAN IN THE FIELD OF TECHNOLOGY"**. With a focus on celebrating women's contributions to the tech industry, we aimed to inspire and encourage more women to pursue careers in this field. By showcasing successful female role models and their achievements, we aimed to break stereotypes and encourage greater gender diversity within the tech sector.

Moreover, these Women's Day events provided an excellent opportunity for all female colleagues to connect, interact, and share their work experiences. Building a strong network of support among our female staff is integral to fostering a sense of belonging and camaraderie within our organization.

As we move forward, we remain committed to creating an inclusive and supportive work environment for all our employees. We believe that celebrating Women's Day with actions like these not only empowers women but also strengthens our collective commitment to gender equality and diversity. Together, we strive to create a workplace where every individual, regardless of gender, feels valued, respected, and has the opportunity to thrive.

Actions on Women's Day



The Soft "ESC"

Giving back to our community

As a company, we firmly believe in making a positive impact on society by identifying and supporting those in need. Through collective efforts, we strive to complement, promote, and assist organizations and agencies that work towards supporting vulnerable groups, particularly children and the elderly.

Over the years, we have extended our support to various institutions, including Hamogelo tou Paidoi, Kivotou to Kosmos, Hatzikyriakeio Foundation, Athens Nursing Home, SOS Children's Villages, Action Aid, The Good Shepherd, Christodouleio Orphanage, Mother Foundation, Children's Asylum, Shelter of Love and Support, as well as Primary Schools, providing them with financial aid, food donations, and other necessities. Additionally, we have facilitated the provision of technological equipment to Primary Schools to aid in their educational endeavors.



2022

In 2022, we continued our commitment to giving back to the community. Our company and staff collectively made donations of 2,500 € each to the Social Kitchen "The other person" and the Center for Special People "HARA". These contributions aimed to support the valuable work of these organizations in assisting those in need.

Furthermore, our company participated in the Authentic Athens Marathon in 2022 in the spirit of social responsibility and community engagement. Through our contributions, we supported the NGO "Life Development," which focuses on the social integration of children hosted in institutions.

2021

In 2021, we also made significant contributions to various social organizations. We donated 4,000 € to KLIMAKA and offered support to those affected by fires through "Humanity Greece" and the group "Social Project I Offer" with a donation of 5,000 €. Moreover, we have continued to extend support to "Aniaton Asylum" during winter by donating heating oil.

These efforts represent our ongoing dedication to positively impact the lives of others and create a better and more compassionate world. Through our collective actions and contributions, we aim to make a meaningful difference and stand as a pillar of support for those in need in our community.

The Sof "ESG"



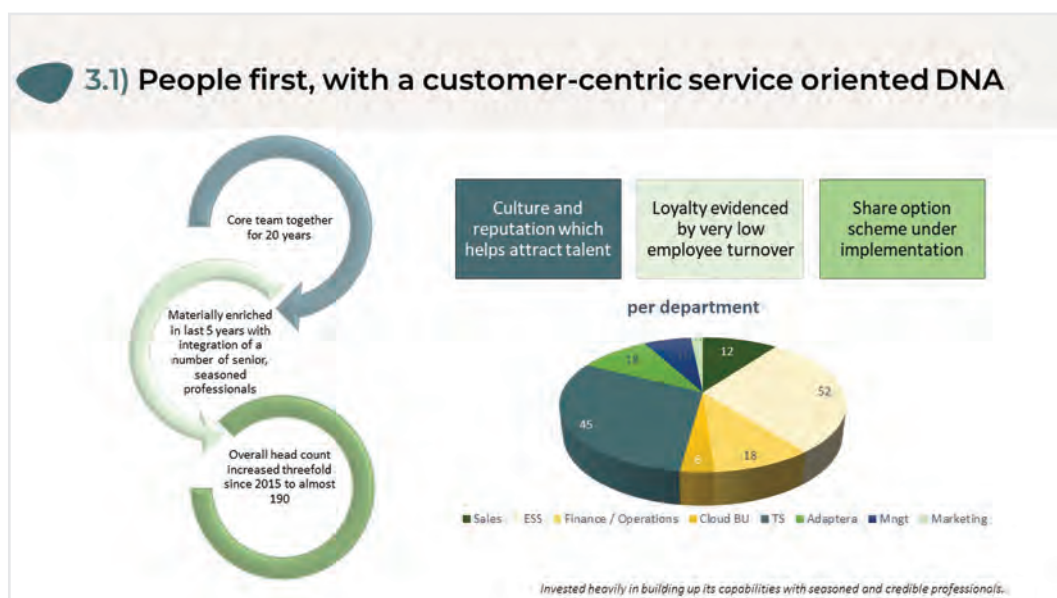
WE PROTECT THE INTERESTS OF ALL STAKEHOLDERS

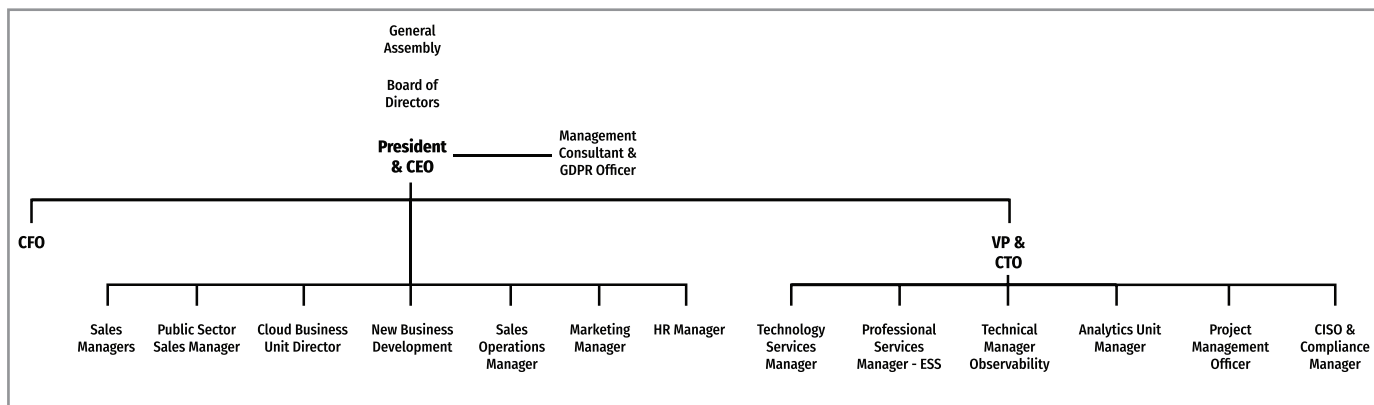
Corporate Governance

For Performance Technologies, Corporate Governance stands as the cornerstone of our organizational success and values. We recognize its paramount importance in guiding our actions, shaping our culture, and ensuring that we uphold the highest standards of ethics and accountability.

Our commitment to Corporate Governance serves as a strong foundation for responsible leadership and decision-making. By clearly defining roles and responsibilities, we create a framework that fosters transparency, minimizes conflicts of interest, and protects the interests of all stakeholders, including our valued shareholders, employees, customers, and the wider community.

Our organizational structure





Our Board

Performance Technologies is managed by a Board of Directors consisting of 7 members, of which:

Name	Board of Directors
Dionisios Hintzidis	President & Chief Executive Officer
Andreas Tsangaris	Vice - president & Chief Technology Officer
Andreas Kiagias	BoD member & Chief Financial Officer
Michael Melis	BoD member, Management Consultant
Eleni Papaconstantinou	Independent, Non-Executive Member
Maria Ghini	Independent, Non-Executive Member
Markos Komondouros	Independent, Non-Executive Member

The above-mentioned Board of Directors was elected by the General Assembly on September 9, 2023, for a five-year term, i.e., until 09/08/2027.

You can see more about the members at this [link](#).

Our “G” priorities and commitments

To help achieve our Quality Management System we are certified by EN ISO 9001:2015 standard, it also serves as the backbone for a number of our internal service and governance objectives.



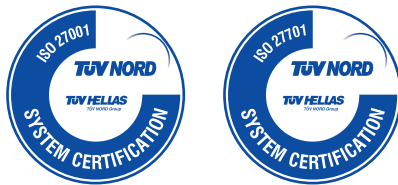
Certificate of Quality Management System ISO 9001: 2015, TUV HELLAS (TUV NORD) – A.M. Certificate: 041 21 0105

Please read more about our Quality Policy [here](#).

Importance to Our Company	5.71
Importance to other Stakeholders	5.91

Information security, availability, and integrity are the foundation of protecting customer and employee privacy, business continuity, and shareholder value. In fact, at Performance, it is an integral part of our commitments and our governance system and is modeled –and certified– according to EN ISO 27001:2013. Our policy protects private and other sensitive information from unauthorized access and ensures its confidentiality, integrity, and availability. Also, and importantly, they ensure compliance with regulatory and other governance requirements.

We would like to point out that we have been certified with EN ISO 27001 since 2012. In 2023, we developed and got certified for our Privacy Information Management System (PIMS) according to the standard EN ISO 27701: 2019.



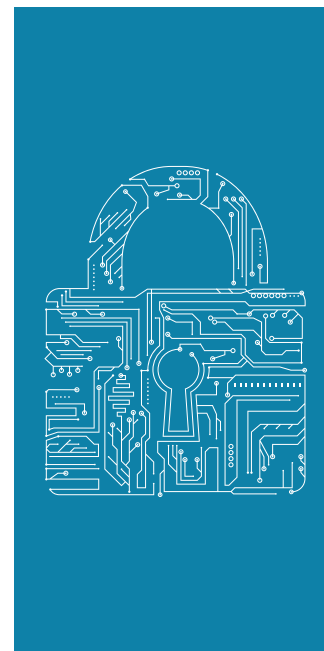
Certificate of Information Security Management System (ISMS) ISO 27001: 2013 in conjunction with Privacy Information Management System (PIMS) ISO 27701: 2019, TUV HELLAS (TUV NORD) – A.M. Certificate: 048 21 0032

Please read more about our Information Security Policy by downloading [this file](#).



We have designed and operated, **for us and our clients**, an out-of-the-box **Security Operations Center (SOC)** to manage and monitor security around the clock, effectively eliminating the gaps for a cyber threat to sneak through.

Possible breaches in the security of networks, information systems, and operational systems, threaten the integrity of the Company's data and other sensitive information and disrupt business operations. The occurrence of such events could negatively impact the Company's reputation and its competitive position. Moreover, the Company's possible involvement in litigations with third parties, the award of damages, the imposition of fines, or the loss of business (including remediation costs), could have a significant negative impact on its financial situation and operating results. In addition, the management of cybersecurity attacks or breaches may require considerable Management involvement and significant resources.



The Gof“ESC”

We provide a centralized operations center to help organizations identify, investigate, prioritize, and resolve issues that have the potential to affect the security of their critical infrastructure and data across their on-premises, cloud, and hybrid cloud critical infrastructure.

We offer real-time threat detection and incident response to any identified attack, along with insights on how the attack is being executed, and what systems or data are being compromised.



Our Security team

Wokr 24/7 Monitoring, Analyzing and Remediating to sets out a continuous cycle of improvements in the Informantion Security Management System, specifying activities for assessing risk, developing and implementing information security policies and cybersecurity risk mitigation standards, procedures, and guidelines, and monitoring their effectiveness and efficiency.

Data protection

Importance to Our Company	5.71
Importance to other Stakeholders	5.79

Data is critical for the operation and the success of the business. Therefore, enterprises invest and take the appropriate precautions to protect them and to make them available on time, in case of inevitable disasters. From the accidental loss of a single file to the destruction of a data center, data should be recovered in a fast and secure way so the business will continue.

Although the importance of the data is well understood, data protection solutions implemented by the IT departments have to deal with several challenges, such as:

- ▶ The amount of data today's organizations maintain on disks is growing at a dramatic rate. Database volumes are doubling or tripling every 12 months, while several copies of data should be kept for weeks or months for retention reasons.
- ▶ The backup windows/downtime needed to perform regular backup procedures is becoming harder and harder to find.
- ▶ Continuous developments in storage technology are adding new layers of complexity to rapidly evolving IT infrastructures.
- ▶ There is an increasing, growing need to consolidate backup operations and to be able to administer and control all of them in the organization from a central location.

At Performance Technologies we know how valuable data is to business today. With our enterprise backup and replication services, we can ensure that our data are secured, safe, and available when we need them.

For us, data protection is not an ad hoc activity but an integral and very important part of our portfolio of services. We are constantly updated concerning the latest evolve-ments in this area, we invest in developing our engineers and project managers, and we improve continuously our methodology and practices, so we can deliver services and solutions that are compliant with industry best practices ensuring the protection and the availability of the best asset of our customers, their data.

Data Privacy Policy

Privacy and other personal data-related issues are essential human rights frontiers of our time. The General Data Protection Regulation (GDPR) has become a model by which other relevant laws are measured.

We are committed to protecting the personal data you trust us with and are ready to help you exercise any of the rights you are entitled to under the GDPR (access, rectify, erase, restrict processing, object to processing, portability, and revoke consent).

Please read more about our Data Privacy Policy [here](#).



To point out that, in 2023 we have been certified with ISO 27701. ISO 27701 is a standard that provides guidelines for implementing a Privacy Information Management System (PIMS) in organizations. It focuses on protecting personal data, managing privacy risks, and ensuring compliance with data protection regulations. Key elements include privacy by design, data minimization, incident response planning, and respect for data subject rights. By adhering to ISO 27701, we prove that we have established effective privacy practices and enhanced trust with customers and stakeholders.

Anti-corruption / Anti-bribery policy

Importance to Our Company	5.55
Importance to other Stakeholders	5.95

Conducting our business honestly and ethically is key to maintaining our license to operate, our reputation, and responsible growth. We do not tolerate corrupt behaviors or bribery of any kind under any circumstances.

Our Code of Ethics and Business Conduct presents the “Anti-corruption / Anti-bribery policy”, that we have adopted to ensure that our employees or anyone acting on behalf of PT refrain from offering bribes or otherwise attempting to improperly influence a decision-maker to obtain business or business advantage.

We continuously strengthen our internal controls and policy monitoring activities, to ensure compliance with our Code of Conduct and policies. Moreover, all employees and others acting on behalf of our company are not allowed to engage in activities that constitute a bribe or could be perceived to constitute a bribe or even create the impression of impropriety.

To ensure compliance with the policy, PT enforces strict guidelines regarding various activities:

01.

Travel & Accommodation: PT does not pay or reimburse any expenses for the travel and accommodation of third parties unless it is related to a legitimate business purpose and has received prior written approval. Travel and accommodation costs should be reasonable and paid directly to the provider, not the traveler.

02.

Gifts, Meals & Entertainment: Gifts offered to third parties must be appropriate, and moderate, and should not create the impression of improper influence or an obligation for PT. Gifts should only be given on customary business and cultural occasions, and cash or cash equivalents must never be included.

03.

Sponsorships: PT may offer scholarships, grants, charitable contributions, or non-commercial sponsorships to support knowledge advancement or socially beneficial purposes. Any such sponsorship requires proper written approval from the manager and should not be used to influence or obtain improper advantages or appear as a bribe.

04.

Contributions to Political Parties: PT strictly prohibits activities related to authorizing or making contributions to political parties or candidates on behalf of the company. Any exceptions to this policy must be approved in writing by the Company's Board of Directors.

The G of "ESG"

Openness and trust are among our core values and are incorporated into our Code of Conduct. If employees believe that the Code of Conduct has been violated, we encourage them to report these violations. Concerns can be raised by reporting to the relevant management and HR department.

Business Continuity

Business Continuity

Importance to Our Company	5.60
Importance to other Stakeholders	5.75

Our management team is committed to ensuring our ability to plan and act in the event of incidents and operational disruptions to be able to continue its mission at an acceptable and predetermined level. As part of this commitment, we constantly examine potential threats and the effects they may have on our operation, gathering and using the corresponding information to:



- Protecting the safety of employees is the highest priority.
- Mitigation of the risk related to the partial or total loss of business continuity.
- The protection of the group's reputation.
- The protection of the group's property.
- The fastest possible recovery to continue to satisfy the needs of its customers.

For the above reasons we:

➤ Identify the resources and functions that will PREVENT or reduce the risks and functions of a disruption incident. Effective crisis management by key personnel can prevent an incident from turning into a disaster.

➤ Identify the personnel, resources, and operations necessary to manage or recover operations in the event of a disaster or critical incident.

➤ Identify potential alternate locations that can be used to maintain business operations in the event of destruction or loss of use of the main facilities.

➤ Identify mission-critical business processes and establish alternative processes for continued support in the event of a long-term outage.

➤ Determine the support and technology teams, key personnel, key operations, equipment, and timelines that would be necessary to recover critical business processes at an alternate location.

➤ Design a plan to restore normal operation within predetermined time limits after a disruptive event or disaster.

➤ Train the involved personnel in the implementation of Business Continuity Plans so that they are prepared and aware.

To help achieve its goals, the group has created a Business Continuity Management System that meets the requirements of the **EN ISO 22301:2019** standard and is committed to continuous improvement.



Certificate of Business Continuity Management System ISO 22301: 2019, TUV HELLAS (TUV NORD) – A.M. Certificate: 054 21 0010

Please read more about our Business Continuity Policy [here](#).

Compliance obligations

Importance to Our Company	5.52
Importance to other Stakeholders	5.87

Our Targets

Integrity, transparency, and responsibility characterize the way we conduct business. Operating with a strong sense of integrity is critical to maintaining trust and credibility with our customers, partners, employees, shareholders, and other stakeholders. Such trust and credibility require transparency in how we conduct business and confidentiality when we conduct business to protect our client's business assets and data.

Every subsidiary and joint venture that the Company controls must adopt and comply with the Code of Ethics and Business Conduct.

Encourage Healthy Competition	Accept Social Responsibilities
Fair Treatment of Employees	Confidentiality
Avoid Discrimination	Quality & Customer Satisfaction
No Bribes and Corruption	Human Rights and Labor Policy
Harassment-free work environment	Whistleblowing Policy
Equal Opportunities	

We encourage all employees or/and third persons to promptly nominally or on a no-name basis report any breach or suspected breach of any law, regulation, the PT Code of Ethics & Business Conduct, or other company policies and procedures, as well as any other alleged irregularities that could occur in the course of its operation and which could harm the company's reputation, or any attempts to conceal same (e.g. theft, money laundering, corruption, fraud, abuses, irregularities related to its financial statements, discriminations, sexual harassment and assaults and any misconduct, etc.).

There are particular whistleblowing channels, which the employees or/and any third persons should utilize to report any breach or other alleged irregularities. More information in the **Whistleblowing Policy** in our **Code of Ethics and Business Conduct**.

Digital Transition & Innovation

Importance to Our Company	5.42
Importance to other Stakeholders	5.83

The G of "ESG"

The main mission of Performance is to support and assist innovation in its customers, through the following axes:

The first axis concerns the creation of attractive products and services for the market in which each of our customers moves. Broadly speaking, our solutions that help our customers in this area revolve around (a) business and operational intelligence, which allows understanding what an organization's buyers want and prefer, and (b) moving to DevOps models production that can dramatically improve the speed at which we innovate, as well as the quality and cost of our digital services.

The second axis concerns the digital "state of the art" of an organization that defines what innovations it can realistically pursue. Performance helps its customers in this axis by contributing to two -mainly- components, namely (a) the release of financial, digital, and -most importantly- human resources with automation, process optimization, and human work support solutions, and (b) the flexible availability of cutting-edge technologies that until recently were prohibitively expensive and/or complex for an organization's capabilities.

The third axis is the business, operational, and - of course - wider sustainability, both of the products and the overall operation of an organization. In this axis, Performance solutions help our clients (a) build, improve, and market digital products based on their financial performance (e.g., FinOps), (b) increase performance and reduce operational costs, both IT and other departments of an organization (e.g., AIOps, ITSM, ESM) and (c) improve capabilities to oversee, manage and automate governance and compliance processes.

It is important to emphasize that at Performance we place great emphasis on analysis and design, but we are judged - as an engineering and data science company - by the implementation and - ultimately - the result of the solutions we provide.

To ensure effective handling of customer complaints, PT has established multiple channels for feedback, including:

01 | Contact Form on Website

02 | Surveys

03 | Support Portal Communication Form

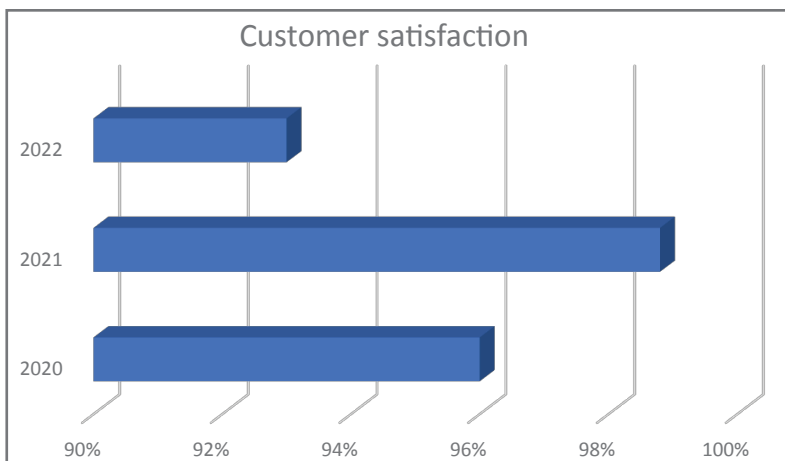
04 | Customer complaints

When a customer complaint is received, it triggers a process to address and resolve the issue promptly. Each recipient of a complaint is responsible for creating a relevant report on the SMAX platform, automatically informing the ISO Manager. Customers with maintenance contracts can directly file complaints through the platform.

Key details are recorded for each complaint, including the customer's brand name, a clear description of the issue, and an assessment of the magnitude of the problem for the customer.

The complaint request is then forwarded to the Manager of the relevant department for investigation and evaluation of the underlying cause. The Head of the department takes immediate action to address the complaint and records the relevant actions taken on the platform. If no further actions are needed, the reason for this decision is documented as well. The ISO Manager performs a recheck to ensure that the problem has been appropriately resolved.

Customer complaints are brought to the attention of Group Management during the annual Management Review unless their involvement is required to resolve a specific complaint.



Moreover, at the end of each year a customer satisfaction survey is conducted. After completing projects, questionnaires are sent out to customers, based on which satisfaction rate is obtained.

Risk management



To enhance the understanding and management of risks and opportunities in the business environment, PT has established a dedicated Risk and Opportunity Management Team. This team comprises the Head, ISO Manager, and various members, including the Responsible for GDPR, Security Technician, CFO, CTO, HR Manager, Marketing Manager, and Cloud Services Manager.

The primary responsibilities of the Risk and Opportunity Management Team include:

Conducting an external and internal assessment of the group's environment, identifying Interested Parties relevant to Quality Management System, Information Security, Business Continuity, Health, Safety, and Environment. They record the expectations of these stakeholders and evaluate the criticality of risks related to the group's activities, along with corresponding opportunities.

Planning actions to address identified risks and opportunities, monitoring the implementation of these actions, evaluating the outcomes, and proposing continuous improvement measures for procedures, action plans, and infrastructure to ensure seamless operation.

During the analysis phase, the Management Team identifies external and internal matters affecting the group's objectives and its ability to achieve desired outcomes. This involves determining Interested Parties, their needs, expectations, and compliance obligations, as well as considering external and internal issues related to the group's operational framework.

The Team then addresses threats and opportunities based on stakeholders' expectations, external and internal issues, and compliance obligations. Various actions can be taken to manage threats, such as risk transfer, mitigation through control measures (e.g., as per ISO 27001 Standard), acceptance, insurance, or other appropriate measures on a case-by-case basis.

After implementing improvement actions, the Management Team evaluates their effectiveness in dealing with threats and capitalizing on opportunities. Decisions regarding the acceptance of risks are based on specific qualitative criteria, considering factors such as the feasibility of preventive or corrective measures, potential difficulties arising from implementation, and the relative impact on the group's business activities.

The Risk Management team convenes annually to review threat assessments and opportunities and decide on new management actions as needed. Emergency activation of the procedure occurs in significant operational changes, infrastructure/technology updates, other risk management-affecting changes, or in cases of serious safety and health incidents.

The results of the business environment analysis, threat assessment, and opportunities are subject to review by the Top Management, enabling a comprehensive and proactive approach to risk and opportunity management within PT.

About the Report

Performance Technologies publishes the annual Sustainability Report, which has been drawn up with influence from the GRI Standards 2021 and ATHEX ESG Reporting Guide 2022 (Core Selection at Table of Contents at the end of the report).

The Sustainability Report 2022 of Performance Technologies is addressed to all interested parties.

The objective of the Report is to present information about the performance of the Company in a comprehensive way to all the interested parties, inside and outside of the Company.

To supply objective information and the most accurate capture of the expectations of interested parties, a Materiality Analysis was held in May 2023.

The preparation of the Report was edited by a specialized team, and its content is based on information and data that were drawn from all the departments. This report is presented without external assurance.



Any inquiries/ comments can be addressed to:
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About the Report

KPIs for E

INDICATORS	2022
Water consumption per employee/ m3	0.15
Waste - batteries of electrical office devices/ kg	31
Waste - electronic office equipment/ kg	630
Electricity Consumption for Office Spaces per Employee/ Kwh	60.17
Refrigerant - Leakage of air conditioner coolant	0
Scope 1 CO ₂ emissions (kg)	0
Scope 2 CO ₂ emissions (kg)	285,09

KPIs for S

INDICATORS	2022
Direct employees	162
Indirect employees	6
Employee turnover	7
Percentage of women (direct employees)	22.84%
Percentage of women in management positions	11.11%
Percentage of employees <25 years old (direct employees)	22%
Percentage of employees 26-39 years old (direct employees)	71%
Percentage of employees 40-54 years old (direct employees)	53%
Percentage of employees >55 years old (direct employees)	20%
Average training man-hours per employee	16
Total training cost (€)	79.764
New job positions	25
Occupational diseases	0
Number of serious injuries	0

Human Rights violation incidents	0
Discrimination incidents	0
Number of readiness exercises per year	1
Number of non-compliances during audits to ISO 45001:2018	2
Frequency of risk assessment review	Annually
Personnel Integrity Index: Percentage of personnel who have signed to accept the Code of Professional and Ethical Conduct (PA-17)	100%
Hours of training per employee on Health and Safety issues	3

KPIs for G

INDICATORS	2022
Board Members	7
The average age of Board Members (years)	57
Women on the Board	2
Number of Board Meetings	45
Confirmed incidents of corruption and bribery	0
Percentage of gross profit on Turnover per year	30,8%
Gross profit in € per year	€ 11,119K
Turnover risks per year	€ 368K
Materiality process	√
Number of customer complaints	0
Number of non-compliances during audits	10
Staff / external partners confidentiality commitment check: Percentage of staff / external partners who have signed a confidentiality agreement	100%
Customer confidentiality commitment check: Percentage of customers who have signed N and Confidentiality contracts	100%
Confirmed incidents of non-compliance with laws and regulations (about economic, environmental, labor & social matters)	0
Code of Business Conduct	Date of review
Suppliers & Business Partners Code of Conduct	Date of review

GRI Standard	Short Description	Refer to Chapter	Pages
GRI 2 General Disclosures 2021	2-1 Organizational details	Company profile	6-14
		Who we are	
		Our products	
		Our values	
	2-2 Entities included in the organization's sustainability reporting	Our Subsidiaries	11
	2-3 Reporting period, frequency, and contact point	About the Report	52
	2-6 Activities, value chain, and other business relationships	Alliances	9
	2-5 External assurance	About the report	52
	2-7 Employees	The "S" of ESG	26-39
	2-9 Governance structure and composition	Our Organizational structure	41-42
		Our Board	
	2-11 Chair of the highest governance body	Our Organizational structure	41-42
		Our Board	
	2-14 Role of the highest governance body in sustainability reporting	Materiality assessment process	15-19
	2-22 Statement on sustainable development strategy	CEO Message	3

GRI 2 General Disclosures 2021	2-23 Policy Commitments	Environmental Policy	22
		Health & Safety Policy	29
		Anti-corruption / Anti-bribery Policy	45
		Code of Conduct	27
		Policy for combating violence and Harassment	30
		Information Security Policy	43
		Business Continuity Policy	47
GRI 2 General Disclosures 2021	2-24 Embedding policy commitments	Certifications – Awards - Memberships	13
	2 – 25 Processes to remediate negative impacts	Handling customers' complaints	50
	2-26 Mechanisms for seeking advice and raising concerns	Business Ethics	48
		Anti-corruption / Anti-bribery Policy	45
		Policy for combating violence and Harassment	30
	2-27 Compliance with laws and regulations	Compliance obligations	47
	2-28 Membership associations	Certifications – Awards - Memberships	13
	2-29 Approach to stakeholder engagement	Engagement with stakeholders	15
		Handling customers' complaints	50

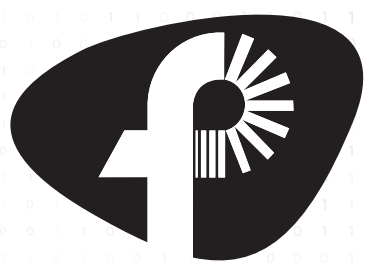
GRI 3:Material Topics 2021	3-1 Process to determine material topics	Materiality assessment process	16
	3-2 List of material topics	Materiality assessment results	17-19
	3-3 Management of material topics	Materiality assessment results	17-19
GRI 201:Economic Performance 2016	201-1 Direct economic value generated and distributed	Financial Performance – Results of Operations	13-14
GRI 205:Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedure	Anti-corruption / Anti-bribery policy	45-46
	205-3 Confirmed incidents of corruption and actions taken	Anti-corruption / Anti-bribery policy KPIs	45-46
GRI 206:Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Anti-corruption / Anti-bribery policy	45-46
GRI 302:Energy 2016	302-1 Energy consumption within the organization	The “E” of ESG	22-25
	302-3 Energy intensity	Our “E” planning	25
	302-4 Reduction of energy consumption	Our “E” planning	25
GRI 303 Water and Effluents 2018	303-5 Water consumption	The “E” of ESG	23
GRI 305:Emissions 2016	305-1 Direct (Scope 1) GHG emissions	The “E” of ESG	23
	305-2 Energy indirect (Scope 2) GHG emissions	The “E” of ESG	23
GRI 401 Employment 2016	401-1 New employee hires and employee turnover	Employee turnover	28
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Benefits	28

GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health & Safety Policy	29-31
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health & Safety Policy	29-31
	403-5 Worker training on occupational health and safety		29-31
	403-6 Promotion of worker health	Occupational Health & Safety Policy/ days of health and prevention	29-31
	403-8 Workers covered by an occupational health and safety management system	Occupational Health & Safety Policy	29-31
	403-9 Work-related injuries	Occupational Health & Safety Policy	29-31
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GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Talent management/ Education	33-35
	404-2 Programs for upgrading employee skills and transition assistance	Talent management/ Education and training	33-35

	404-3 Percentage of employees receiving regular performance and career development reviews	Fair work environment/ Evaluation Procedure	27-28
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity, inclusion, and equal opportunities	36-39
GRI 406: Non – Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Diversity, inclusion, and equal opportunities/KPIs	36-39
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Respect for human rights	26-27
GRI 418 Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data protection	44

ATHEX ESGReporting	Metric Title	Refer to Chapter	Pages
Core metrics	C-E1 Scope 1	The “E” of ESG	23
	C- E2 Scope 2	The “E” of ESG	23
	C-E3 Energy consumption and Production	The “E” of ESG	23
	C-S1 Stakeholder engagement	Engagement with stakeholders	15
	C-S2 Female employees	About the report	52
	C-S3 Female employees in management positions	Diversity, inclusion, and equal opportunities	36-39
	C-S4 Employee turnover	Diversity, inclusion, and equal opportunities	36-39
	C-S5 Employee training	Education and training	33-35
	C-S6 Human rights policy	Respect for human rights	26-27
Advanced metrics	A-E3 Waste management	The “E” of ESG	23
	A-S2 Employee training expenditure	Education and training	33-35
	A-G1 Business model	Who we are Corporate Governance	6-14
	A-G2 Business ethics violations	Business Ethics - Integrity	48-49
Sector-specific metrics	SS-E3 Water consumption	The “E” of ESG	23
	SS-S2 Customer privacy	Data protection	44
	SS-S4 Labor law violations	Compliance obligations	47
	SS-S5 Data security and privacy fines	Compliance obligations	47
	SS-S6 Health & Safety Performance	Occupational Health & Safety Policy	29-31

Sector-specific metrics	SS-S8 Customer satisfaction	Engagement with stakeholders	15
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	SS-S9 Customer grievance	Business Ethics	48-49
		Anti-corruption / Anti-bribery Policy	45-46
	SS-G1 Whistleblower Policy	Policy for combating violence and Harassment	30
		Handling customers' complaints	50
SS-G2 Critical risk management	SS-G2 Critical risk management	Business Ethics	48-49
		Anti-corruption / Anti-bribery Policy	45-46
SS-G2 Critical risk management	SS-G2 Critical risk management	Policy for combating violence and Harassment	30
		Risk management	51



performance

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