SUSTAINABILITY
REPORT
2024

performance

Think Ahead.

CONTENT

1. CEO Message

At Performance Technologies, 2024 was a year of transformation, growth, and renewed commitment to sustainability. As we proudly present our 3rd Annual Sustainability Report, we reflect on a year that marked not only our transition to the Main Market of the Athens Stock Exchange, but also our continued evolution into a company that places responsibility, innovation, and people at the core of its strategy.

Sustainability is not an isolated initiative for us - it defines the way we operate, innovate, and grow. In 2024, we advanced our Environmental, Social, and Governance (ESG) agenda across all business areas, integrating measurable sustainability goals into our daily operations and decision-making. From reducing our environmental footprint and introducing renewable energy across our facilities, to strengthening our social impact through education and inclusion programs, we took decisive steps toward a more sustainable future.

Our people remain at the heart of this journey. Through continuous training, professional development, and a culture that values openness and equality, we empower our employees to lead with integrity and creativity. Initiatives such as the Performance Academies, and our focus on diversity and well-being reflect our belief that true progress begins with our people.

In 2024, we also deepened our contribution to society through partnerships with academic institutions and NGOs, supporting education, innovation, and social inclusion. At the same time, our strong governance framework - reinforced by international certifications and transparent reporting - ensures that our growth is sustainable, responsible, and aligned with global best practices.

As we look ahead, we remain committed to shaping a company that not only achieves business excellence but also creates lasting value for our stakeholders, our communities, and the planet.

As we look ahead, we remain committed to building a company that drives positive change through technology, empowers its people and partners, and creates long-term value for all.

Warm regards,
Dionisis Hintzidis
President & Chief Executive Officer

Insights / Company Highlights

Training hours and costs

Training hours per employee
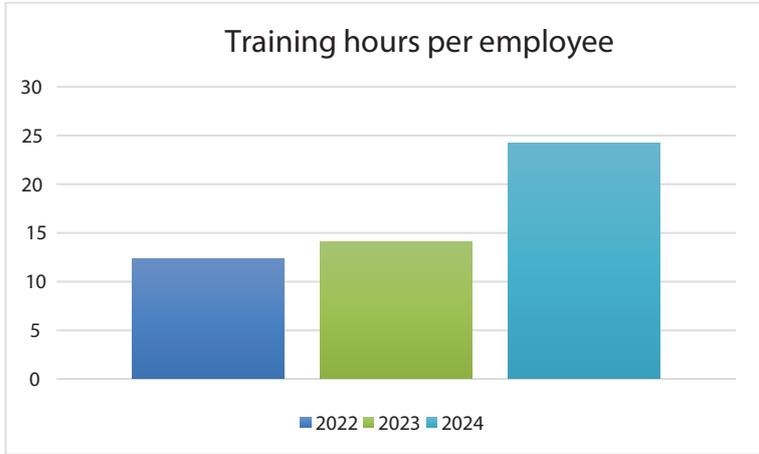
Training hours per employee

Total training costs (euros)

Total training costs

In 2024, the total expenditure on external training programs increased by 72.08%, highlighting the Company's dedication to continuous employee development and to equipping its workforce with the necessary certifications and expertise to deliver complex projects for key clients and public sector entities.

Sponsorships and Donations

Total Sponsorships and Donations (Euros)
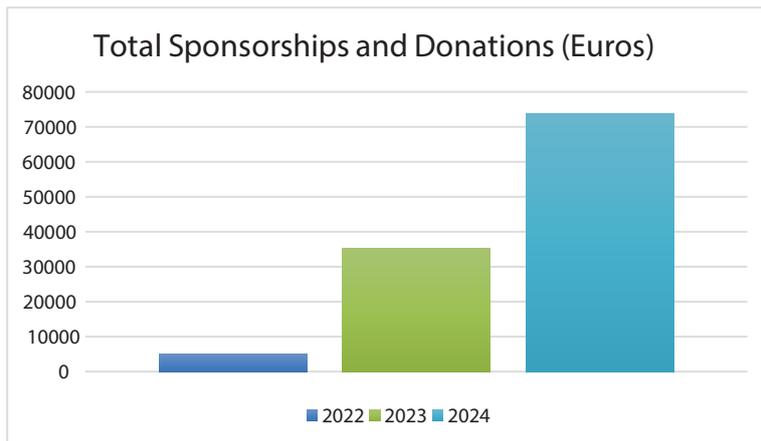
In 2024, we strengthened our commitment to supporting vulnerable groups—especially children and the elderly—through financial aid, food donations, and contributions in memory of employees' loved ones. We focused more on sponsorships aligned with our core business, promoting technology and innovation among youth in robotics and related fields, doubling our total donations from the previous year (+109%). The company also ensured 100% renewable energy use under the PPC "Green Paas Pro" contract.
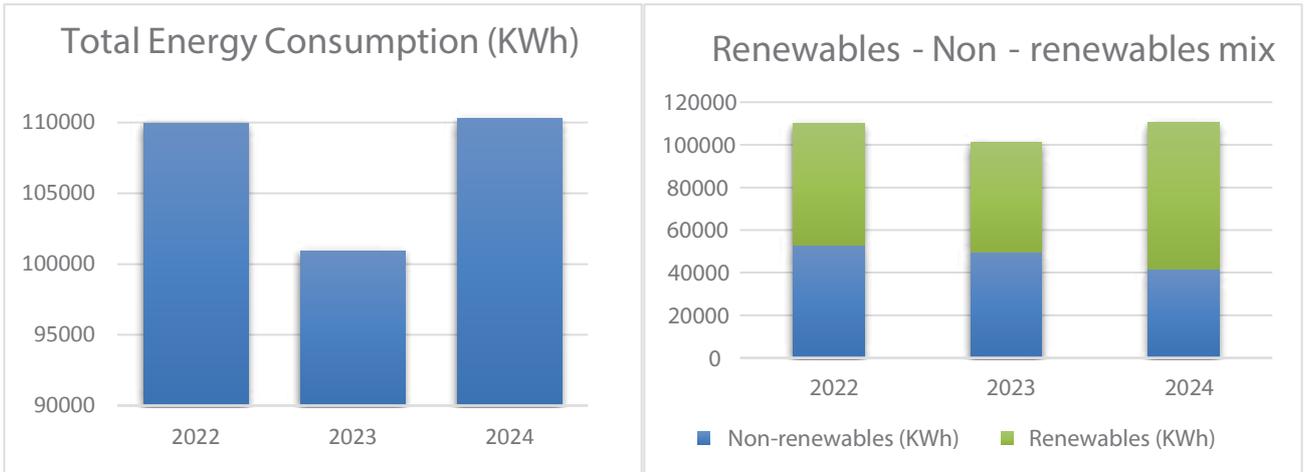
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Total Energy Consumption (KWh)

Renewables - Non - renewables mix

Non-renewables (KWh)   Renewables (KWh)

Figure: Total energy consumption and Renewables/Non-renewables Mix

Composition of Scope 3 emissions (tons CO2-eq)

Special emissions (cloud and software services)
Purchased services (tons CO2-eq)
Waste (tons CO2-eq)
Purchased capital goods (tons CO2-eq)
Purchased goods (tons CO2-eq)
Business travel (tons CO2-eq)
Employee commuting (tons CO2-eq)

2022   2023   2024
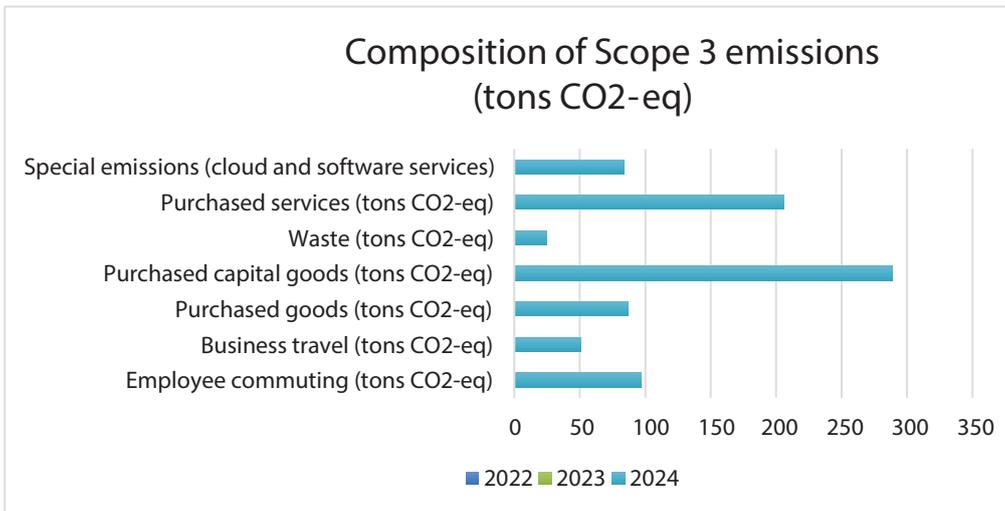
Composition of Scope 3 emissions (tons CO2-eq)

Scope 3 emissions were calculated for the first time in 2024 so there an no comparable data. They include indirect emissions from other sources, covering the upstream and downstream activities of the Company, and more specifically emissions from employee commuting, business travel, purchases of consumables and fixed assets, waste disposal, third party services and software subscriptions and technology platforms (special emissions).

ISO Certifications

ISO 9001:2015
(Quality Management System)

ISO 27001:2013
(Information Security Management System for Company Services)

ISO 27701:2019
(Privacy Information Management)

ISO 20000-1:2018
(Information Service Delivery Management)

ISO 14001:2015
(Environmental Management Systems)

ISO 45001:2018
(Health and Safety at Work)

ISO 22301:2019
(Business Continuity Management)

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

2. Company Profile

2.1. Who we are

Performance Technologies is a leading IT Systems Integrator and Solutions Provider in Greece. 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 S.A.** 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, Workflow, Analytics, Cybersecurity and Observability

Strategic Positioning
Five pillars for enterprise transformation
Empowering Modern Enterprises with Tailored Solutions
Performance enhances operational efficiency, resilience, and strategic agility through cloud computing, data-driven insights, and advanced cybersecurity, driving successful business transformation.

SHIFT	FLOW	KNOW	GUARD	OBSERVE
Cloud Computing for Transformation	**Business Process & Flow Automation**	**Data-driven Decision Making**	**Cybersecurity and IT Continuity**	**Observability for peak performance**
We are here to help you migrate infrastructure and services to the cloud, modernize legacy apps to cloud-native forms, and manage your hybrid and multi-cloud IT operations.	Empower your "digital champions" to design and create the services they need, with low code tools and platforms that play well with your enterprise IT.	We help data engineering & science teams reach higher productivity levels while offering leaders and managers the tools to make better data-driven decisions.	Solutions that allow the enterprise to prepare and respond to modern cybersecurity threats, increasing IT continuity complexity, and ever expanding governance & regulatory requirements.	Take your organization's performance to the max with our advanced observability solutions to deliver services, applications and value to your customers like never before.

Figure: Performance Technologies– Solution Pillars

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 headquarters are in Athens, 4th Evrimedontos Street, where we own three floors. The company has more than 250 employees, the majority of them with a postgraduate degree and operates mainly in Greece and Cyprus and in other European countries.

Performance Technologies successfully operates a Quality Management System, which has been certified to ISO 9001:2015 standard.

We are also certified with the:
· ISO 27001:2022 (Information Security Management Standard)
· ISO 45001:2018 (Occupational Health and Safety Management Systems)
· ISO 22301:2019 (Security and resilience)
· ISO 27701:2019 (Privacy Information Management System)
· ISO 14001:2015 (Environmental management system)
· ISO 20000-1: 2018 (Provisioning and Support of Information Systems and Solutions)

The Company`s shares are listed in the Athens Stock Exchange / Main Market since July 2024 (stock symbol: PERF).

Figure: Performance Technologies — Solution Pillars

Our Vision and Mission

Our Vision is to be a leading Next Generation IT Integrator and Solutions Provider, being always at the forefront of industry developments, offering cutting edge, innovative and sustainable IT solutions to our customers, and empowering them to digitally transform their businesses.

Our Mission is to help our customers achieve the most effective and efficient business outcomes by delivering world-class information technology solutions in the most innovative segments of the IT marketplace like Cloud, Big Data & Analytics, Cyber Security, User Experience and Digital Workflows.

Our People

Our people are our greatest asset. They are the foundation of our success and the standard- bearers of our vision. Our people are responsible for making Performance Technologies the successful company that it is today. We have accomplished this by assembling a team of exceptionally talented and dedicated individuals who are challenged every day to exceed clients' expectations.

Integrity: Integrity is the backbone of our character and we demonstrate it in our work and our relationships. We do what we say, and we do what's right, even when no one is watching.

Customer Satisfaction: Solving challenges unique to each customer. Customers have a choice. Our goal is to be that choice.

Quality: We strive to always understand what is expected and commit ourselves to exceed expectations with accuracy and efficiency.

Teamwork: We operate as one team with common goals, inspiring better results through collaboration and open exchange of ideas.

Innovation: We work innovatively and flexibly driving a unique spirit and energy that makes us different.

Culture + Values

Core Organizational Values

Integrity	Customer Satisfaction	Quality	Teamwork	Innovation
The backbone of our character in work and relationships.	Our goal: be the preferred choice for customers.	Driven to exceed expectations with accuracy and efficiency.	Collaboration and open exchange of ideas for better results.	Driving a unique spirit and energy through flexibility.

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Figure: Performance Technologies Values

2. 2. Solutions & Services

Performance Technologies stands out with its innovative solutions, consulting services, and high-quality support services, offering a unique value proposition in the IT industry.

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 cover a wide spectrum of IT areas, demonstrating our comprehensive expertise. Many of these solutions are designed with 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 our Company provides have key sustainability aspects and features include, among others:

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

02. Virtualization solutions on server, desktop, network, storage, and data center levels consolidate physical hardware and lead 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 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 reduce the need for on-site presence and lower travel-related emissions and energy consumption.

06. Technology refresh solutions aim to replace the old IT infrastructures of our customers with new ones that are more compact and efficient, use less energy and space, and lead to lower carbon emissions.

Big data analytics solutions collect, analyze, and process information to make effective business decisions, including those regarding energy management and environmental protection.

2.3. Education Services

We provide official technical training from leading vendors like Microsoft, Red Hat, Veritas, and VMware.

Microsoft   Red Hat   VERITAS   vmware

Our training covers key topics, including cloud computing, containers, virtualization, storage, security, and Linux/Unix. You can choose from classroom courses, online classes, or customized sessions at your location.
We aim to meet your specific training needs.

2. 4. Alliances and customers

Over the years, Performance Technologies has established strong partnerships with leading global IT companies at the forefront of technological innovation. We continuously invest in deepening our knowledge and expertise in our partners' solutions, enabling us to deliver cutting-edge, proven technologies to our customers with confidence and success.
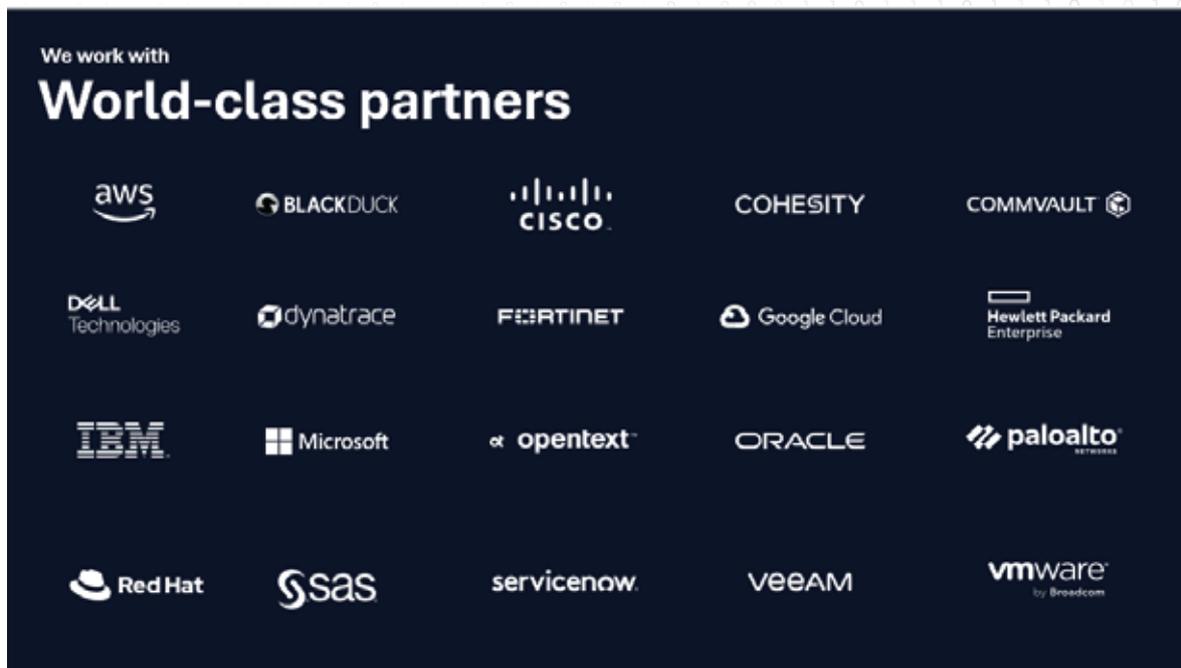
Figure: Partnerships & Alliances

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 successfully 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, Nova, Hellenic Parliament, ELTA, Retail World (Public), NEXI, Teiresias, PPC, ADMIE, DEDDIE, OPAP, Intralot, Athens Stock Exchange, AXA Insurance, National Insurance, Intrasoft International, Aegean Airlines, Athens International Airport, HELLENiQ ENERGY, Viohalco Group, METLEN, TITAN, HERON, ELPEDISON, Motor Oil Hellas etc.

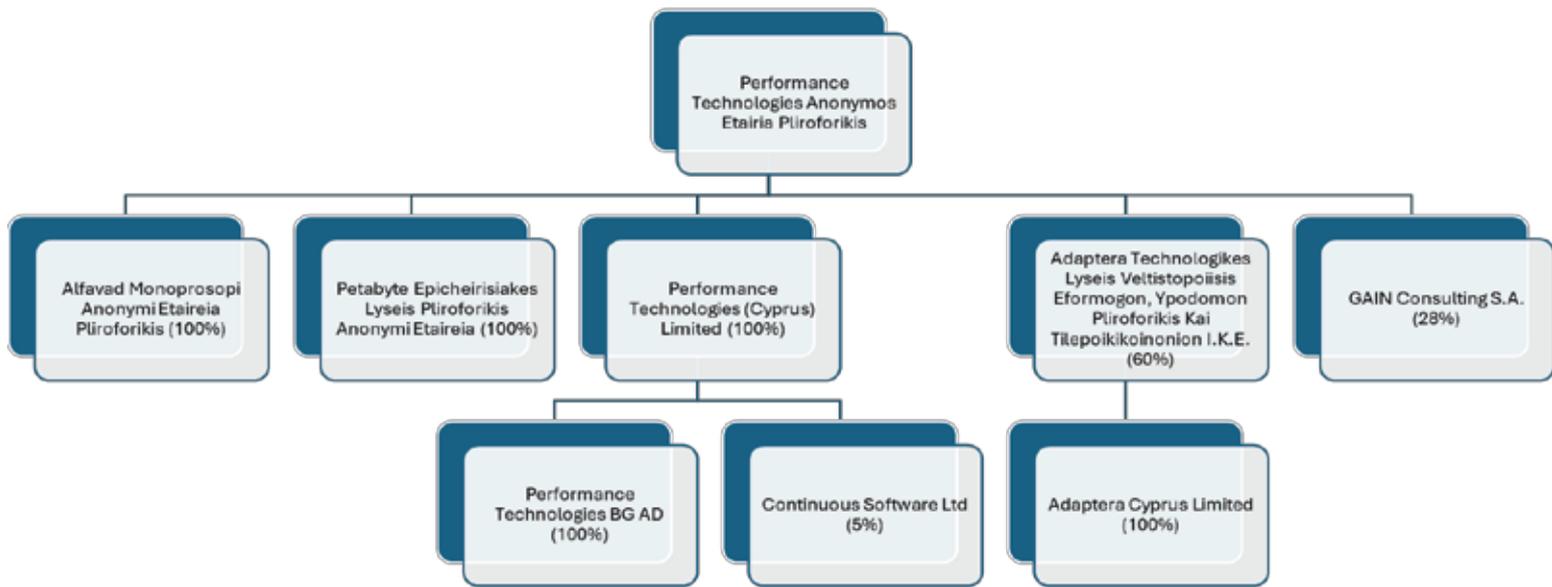*Figure: Indicative List of Performance Technologies' customers*

Figure: Organizational chart

All the companies mentioned above are consolidated in the financial statements of the group, a process that underscores our commitment to financial transparency. These statements are obtained from a certified auditor, providing stakeholders with a clear and accurate view of our financial health. For the Greek companies, a tax certificate is issued for each one separately by the same auditing company, further ensuring the accuracy of our financial reporting.

Notice: This Sustainability Report concerns the calendar year 2024 (from January 1st to December 31st) and aims to cover only the operations of the parent Company, Performance Technologies S.A.

2. 6. Vision and mission

Our Vision is to be a leading Next-Generation IT Integrator and Solutions Provider, consistently staying at the forefront of industry advancements. We delivercutting-edge, innovative, and sustainable IT solutions that empower our customers to drive digital transformation in their businesses.

Our Mission is to help our customers achieve optimal business outcomes by providing world-class information technology solutions in the most dynamic segments of the IT marketplace, such as Cloud, Big Data and analytics, Cyber Security, User Experience, and Digital Workflows.

Integrity

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

Customer Satisfaction

Our customers are at the heart of everything we do. Our goal is to be the best partner, understanding and satisfying their needs in the best way possible.

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 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 competitors.

2.8. Participation in the Athens Exchange Group's Main Market

After Performance Technologies' journey in the Alternative Athens Exchange Group for 16 years, the Company was introduced in the Athens Exchange Group's Main Market on July 31st, 2024 (stock symbol: PERF).

The dispersion of the shareholding is widened, approximately 39%. It is important to note that the main shareholder is the Company's founder and not a member of the Board of Directors.
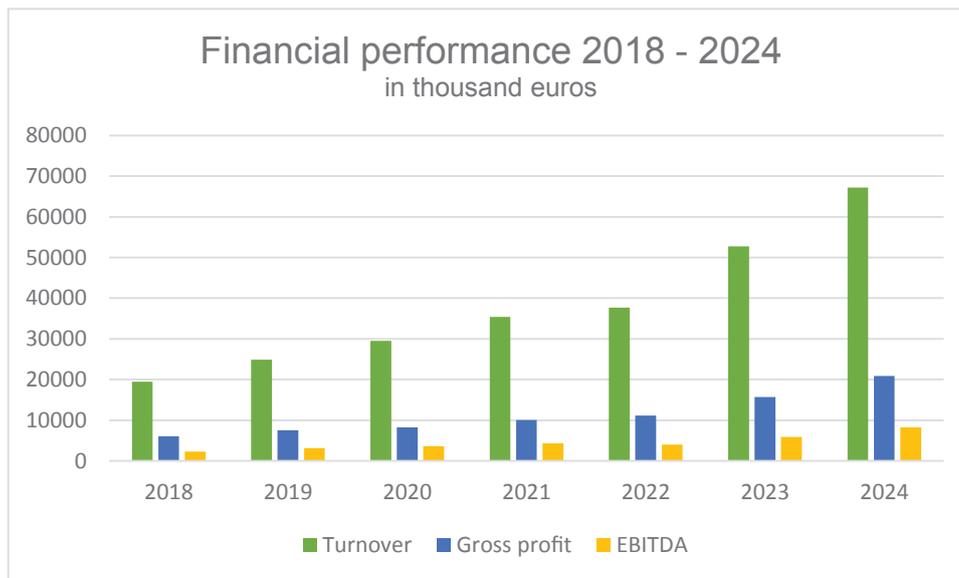
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Financial performance 2018 - 2024
in thousand euros

Figure 8: Company's latest financial data

2024 was marked as the seventh consecutive year of strong growth. These results confirm the Company's strategy and reward management's decisions to invest in top-level human capital and to continuously develop innovative capabilities in cutting-edge technologies that are evolving at an accelerated pace.

As a result, the Group continues to build a strong and reliable position in the market, allowing it to increase its share of wallet with existing customers, while also pursuing new opportunities in both the wider public sector and new clients in Greece and abroad.

The Group successfully achieved all its 2024 objectives, delivering:
· Expansion of its customer base, with increased share among existing large clients, penetration into new accounts, growth in dynamic sectors such as energy, insurance, and the public sector, as well as international sales.

· Broadened and strengthened technology solutions in areas including IT Service Management (ITSM), Observability, Big Data analytics, Artificial Intelligence, Cybersecurity, and Managed Services.

· Strong organic growth, with revenues up 28.5% to 74.2 million euros.

· Improved profit margins, driving gross profit up 31.4% to 23.2 million euros.

· EBITDA growth of 30.3%, reaching 9.3 million euros, despite increased one-off expenses related to the company's listing on the Athens Stock Exchange's Regulated Market and significant ongoing investments in workforce development and training.

· EBIT growth of 13.3%, despite being impacted by IFRS 2 accounting treatment of the Company's employee stock awards programs. The impact on EBIT will continue over the next four years until program completion, subject to approval by successive General Meetings.

· Notable increase in liquidity, with total cash and equivalents at 15.0 million euros at year-end 2024 (+34.8%), alongside further reduction in net debt, which remained negative at -11.5 million euros.

· A solid balance sheet, enabling the Group to finance robust organic growth and quickly respond to upcoming acquisition opportunities.

· Increased investments in talent and innovation, with higher spending on recruitment, training, development, and the design of new products and services.

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These strong results and solid capital structure confirm that the Group continues to strengthen its market position, reliably addressing both the digital transformation needs of the economy and modern IT project demands, while also pursuing new projects expected to commence in the near term. Major 2024 projects included (indicatevily): multi-year DRaaS contract with Motor Oil Hellas, design and implementation of two data centers for Hellas Sat, managed centralized backup system for an energy-sector organization, modernization of Independent Power Transmission Operator's (ADMIE) data center infrastructure, data governance and AI platform for Elpedison, enterprise data management and governance solution for METLEN, data governance platform for Eurobank, real-time AI analytics for National Bank of Greece, ITSM/ESM, asset management, and CMDB solution for an energy company.

In 2024, through Performance Technologies (Cyprus) Ltd, the Group acted as lead investor in the 0.5 million euros capital increase of Continuous Software Ltd, acquiring a 5% stake with the right to increase to 12.5% in the second funding round at end-2025. Continuous Software's aangine platform targets the global market, already helping major Greek organizations improve functionality and speed in project portfolio management.

In early 2025, the Group co-founded GAIN Consulting S.A., acquiring a 28% stake. Through GAIN, the Group aims to support large clients in transforming key business processes and operating models, unlocking benefits such as efficiency, cost optimization, improved communication, flexibility, and continuous improvement. GAIN specializes in Enterprise Service Management, IT Service Management, Business Process Management, and Customer Experience.

2.10. Certifications – Awards - Memberships

Performance Technologies continues to distinguish itself for its expertise in digital solutions, Artificial Intelligence, data management and cloud, winning numerous awards that confirm its leading position in the market.

At the beginning of the year 2024, in the context of the "HPE Annual Partner Event", held by HPE for its partners, the Company was awarded as **"Top Partner of HPE from Edge to Cloud for Greece"**. Performance Technologies, as an HPE Platinum Partner, was distinguished for its top performance in sales and implementations of enterprise solutions, among the entire ecosystem of HPE partners in Greece.

In September 2024, at the "IBM Ecosystem Summit 2024", Performance Technologies was honored with the **IBM Data Award**. This award confirms the company's commitment to providing leading data solutions to the private sector, as well as its ability to meet the evolving needs of its customers by leveraging innovative data-driven strategies and solutions.

At the 2024 HHIMA Business Awards, Performance Technologies won the 2nd award in the category **"Business Innovation 2024"**, confirming once again its excellence in innovative business practices and the development of cutting-edge technological solutions.

Microsoft Azure Specializations
Performance Technologies now holds **8 Microsoft Azure Specializations**, demonstrating its commitment to excellence and expertise in cloud solutions. These specializations include: Kubernetes on Azure, Azure VMware Solution, Accelerate Developer Productivity with Microsoft Azure, Adoption and Change Management, Cloud Security, Identity and Access Management, Threat Protection, Infra and Database Migration.

Awards for outstanding projects

At the Cloud Computing Awards 2024, Performance Technologies was distinguished for its "CEPAL's Data Center Exit and Accelerated Azure Migration through the Cloud Adoption Framework" project, receiving a **Platinum Award and Gold Award in the Data Center category.** At the same time, the project "ELPEDISON's Operational Data Governance Platform for Utilities towards Digital Transformation in AI & GenAI", implemented with ELPEDISON and IBM, received **Gold Awards in the categories SaaS Product** for Utilities, Industry Cloud Project Utilities, Enterprise Cloud Project Data Management. In addition, the project "KOSMOCAR's Enterprise-scale BCDR on Azure VMware Solution" received a **Silver Award in the Business Continuity category,** while the project "NBG - Statement Enrichment Engine (SNE) on Azure for providing unified customer transaction information" was awarded with a **Bronze Award in the Banking category.**

At the Digital Finance Awards 2024, Performance Technologies received a **Platinum Award in the Digital Banking Pillar** for the "Data Governance & Data Quality Platform" project implemented with Eurobank and SAS. The same project also received a **Gold Award in the Best Compliance / RegTech Digital Initiative category.** At the same time, the project "Commercial Neighborhood Go4more Best Offer", implemented with the National Bank of Greece and SAS, received a **Gold Award in the category Best AI-Driven Initiative.**

At the BITE Awards 2024, Performance Technologies received a **Gold Award in the category CRM Systems, Digital Marketing and Sales** for the project "Credit Card & Microloan Event-Based Automated Promotional Offerings", implemented in collaboration with the National Bank of Greece and SAS. **Gold Award in the category Digital Customer Experience Transformation** for the same project "Credit Card & Microloan Event-Based Automated Promotional Offerings". **Gold Award in the category Applications for/through Big Data/Artificial Intelligence/IoT** for the project "Big Data Platform for Corporate Business Data Governance", implemented for METLEN. **Gold Award in the category Big Data Platform for Corporate Business Data Governance** for the same project. **Gold Award in the Energy category** for the project "Energy Business Data Governance Platform towards Digital Transformation in AI & GenAI", in collaboration with ELPEDISON and IBM. **Silver Award in the category Artificial Intelligence** for the same project "Energy Business Data Governance Platform". **Bronze Award in the Data Center Infrastructure category** for the project "Private Cloud Infrastructure with two Data Centers in Greece and Cyprus", implemented for HELLAS SAT. Bronze Award in the Cloud Migration category for the project "Data Center Exit and Accelerated Azure Migration through the Cloud Adoption Framework", implemented for CEPAL.

At the Data & AI Awards 2025, the project "GenAI-Driven Real-Time Agent Accelerator: Customer Requests Classification, Prioritization & Response Generation", implemented with the National Bank of Greece, won **Gold Awards in the categories Best Use of Generative AI and Best Use of Large Language Models (LLM).** In addition, the same solution was awarded a **Bronze Award in the category Best Use of AI/Data for Customer Service.** In the category **Best AI/Data Application in Large Enterprise,** the project "Enterprise Data Management Framework (EDMF) with Cloud Data Management Platform", implemented with ELPEDISON and IBM, received a Silver Award. The same project also received a **Gold Award in the category Best Data Management Solution, as well as a Silver Award in the category Best Data Culture Implementation in a Company / Organization.**

At the Digital Finance Awards 2025, Performance Technologies received a **Gold Award** in the categories of Best CRM / Data Analytics / Customer-Profiling / AI-driven Initiative, Best Gen AI Digital Transformation Initiative, and Best Business & Robotic Process Automation / Agile Development Project for the project "GenAI-Powered Business Process Innovation: Real-Time Customer Service Transformation" implemented in collaboration with the National Bank of Greece.

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

3. Stakeholders

Stakeholder engagement is central to our responsible business approach and sustainability due diligence.

The company maintains ongoing dialogue with stakeholders through a variety of channels, including client feedback sessions, strategic partnerships, employee engagement activities, vendor and partner meetings, investor updates, participation in public sector tenders, and sustainability-focused interactions. This two-way communication framework supports informed decision-making and helps align Performance Technologies' strategic priorities with stakeholder expectations.

Stakeholders are engaged regularly through regular reporting, satisfaction surveys, project-specific consultations, and day-to-day professional interactions. As part of its evolving approach to sustainability and responsible business conduct, Performance Technologies integrates stakeholder input into key processes, including its DMA, which involves targeted discussions on issues such as digital transformation, cybersecurity, data privacy, environmental impact, and social value creation.

The company's key stakeholder groups as identified are presented below.

Figure: Stakeholders

We foster trust and create mutual value by engaging with our stakeholders through ongoing communication, feedback, professional development opportunities, and sustainability initiatives. This approach ensures sustainable growth for all parties.

Among the key stakeholders identified through our internal survey, internal stakeholders—such as the Board of Directors, Management Team, Employees, and Subsidiaries - are considered directly affected stakeholders. Due to their close integration with Performance Technologies' operations and governance, they experience immediate impacts from changes in service offerings, strategic decisions, or compliance obligations.

External stakeholders, including Suppliers & Vendors, Customers & Clients, Investors & Shareholders, and Affiliated Companies, also play a critical role in our value chain. While they may not be directly exposed to internal structural transformations, they can be affected stakeholders (e.g. suppliers or clients impacted by operational decisions) or users of sustainability statements (e.g. investors and shareholders who rely on our sustainability disclosures for decision-making). Their involvement is essential, but the nature of their relationship to the company ranges from operational interdependence to informational reliance.

4.1. Process and results

The Company focuses on issues that are of concern and impact Stakeholders' assessments and decisions and the business itself.

The material issues for this report emerged from the first Materiality Analysis process we conducted, both for the Stakeholders and the Company.

The Analysis was carried out in three stages:

Step 1.

Identification of issues

Our materiality assessment was a comprehensive endeavor, involving the identification and understanding of key issues that are relevant to our organization. This process included engaging a wide range of stakeholders, both internal and external, such as employees, customers, shareholders, and suppliers. We conducted interviews with internal stakeholders, such as Members of the Board of Directors and Managers, to gather their expertise and insights on environmental, social, and governance (ESG) issues that are significant to them.

During this stage, it was essential to consider internal and external factors impacting our business. Internal factors 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 sent to employees, clients, and suppliers. The research was conducted in June 2023 using a questionnaire examining 26 ESG topics. We asked the participants to rate these topics on a standardized scale from 1: insignificant to 6: most significant.

Step 3.

Validation of Results

Validating the results through review and verification processes was crucial to enhancing the credibility and reliability of the materiality assessment. This involved conducting review sessions with internal stakeholders to validate and refine the identified and prioritized issues. The Board of Directors is responsible for validating the results and developing the ESG Strategy.

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4.2. Materiality assessment results

In 2023, we conducted our first extensive materiality assessment addressing ESG topics and developed our materiality matrix based on the results.

The materiality matrix, a strategic tool, guides us in managing our sustainability agenda. We plan to review and adjust the matrix every 2-3 years, aligning it with the changing external and business context.

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 comprise the framework for our ambitions, targets, and milestones.
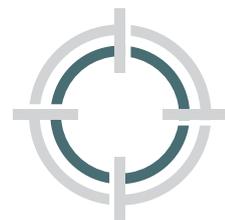
Figure: ESG Materiality Matrix

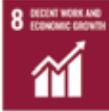| Pillar	Material Issues	No.	Definitions
G	Cybersecurity	1	Threat management through advanced cyber security systems in the Company.
	Data protection	2	Protecting personal data and confidential customer information and preventing unauthorized collection and use of sensitive customer data.
	Anti-corruption/ 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	*Establishment of procedures for the fair professional advancement of employees and establishment of a fair remuneration and promotion policy.*
	Respect for human rights	9	*Respect for human rights and compliance with international labour practices. Adoption of Policies for the defence of human rights.*
	Occupational Health & Safety Policy	10	*Developing appropriate plans to deal with threats, bullying, and incidents of violence and harassment at work.*
	Appropriate working environment	11	*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)*
	Talent Management/Education & training	12	*Establishing a long-term and stable work environment. Providing competitive compensation, quality benefits, education, training, evaluation, continuous development, career advancement opportunities for employees, etc.*
	Effective internal communication	13	*Effective communication channels between employees, ensuring employee participation in decision-making, grievance procedures, and employee satisfaction.*
	Diversity, inclusion, and equal opportunities	14	*Creating a work environment that promotes equality (regardless of gender, sexual orientation, religion, nation or country of origin, age, and socio-economic background). Establish policies and programs that promote diversity.*
E	**Waste Management & Recycling Program**	15	*Waste management systems and recycling programs focus on the collection of paper, toner, light bulbs, household batteries, aluminium cans, plastic from beverages, etc.*
	Responsible Use of Resources	16	*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).*

During 2025, we proceeded with a Double Materiality Assessment, which guided the identification of significant Impacts, Risks, and Opportunities (IROs) that influence both sustainability outcomes and financial performance and will be used for our next Sustainability Report.

Think Ahead.

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

Pillar	Material Issues	Connection with UN Sustainable Development Goals (SDGs)	Related Stakeholders
G	Cybersecurity	SDG 9	• Customers • Employees • Business Community • Regulatory Bodies
	Data protection	SDG 9, SDG 16	• Customers • Employees • Business Community • Regulatory Bodies
	Anti-corruption/ Anti-bribery policy	SDG 9, SDG 16	• Customers • Employees • Business Community • Regulatory Bodies
	Business Continuity	SDG 9	• Customers • Employees • Business Community
	Compliance obligations	SDG 9, SDG 16	• Customers • Employees • Business Community • Regulatory Bodies
	Business Ethics – Integrity	SDG 9, SDG 16	• Customers • Employees • Business Community • Regulatory Bodies
	Digital Transition & Innovation	SDG 9	• Customers • Employees • Business Community

Pillar	Material Issues	Connection with UN Sustainable Development Goals (SDGs)	Related Stakeholders
S	Respect for human rights	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	• Employees • Business Community • Local Community • Regulatory Bodies
	Fair work environment	10 REDUCED INEQUALITIES 8 DECENT WORK AND ECONOMIC GROWTH	• Employees • Business Community • Local Community • Regulatory Bodies
	Occupational Health & Safety Policy	3 GOOD HEALTH AND WELL-BEING	• Employees • Business Community • Local Community • Regulatory Bodies
	Appropriate working environment	3 GOOD HEALTH AND WELL-BEING 8 DECENT WORK AND ECONOMIC GROWTH	• Employees • Business Community • Local Community
	Talent Management/ Education & training	4 QUALITY EDUCATION 8 DECENT WORK AND ECONOMIC GROWTH	• Employees • Business Community
	Effective internal communication	10 REDUCED INEQUALITIES 8 DECENT WORK AND ECONOMIC GROWTH	• Employees • Business Community
	Diversity, inclusion, and equal opportunities	5 GENDER EQUALITY 10 REDUCED INEQUALITIES 8 DECENT WORK AND ECONOMIC GROWTH	• Employees • Business Community
E	Waste Management & Recycling Program	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	• Employees • Local Community • Regulatory Bodies
	Responsible Use of Resources	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	• Employees • Local Community • Regulatory Bodies

Think Ahead.

5. The E of "ESG"

5.1. 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, saving natural resources, and addressing the risks arising from climate change.

Therefore, we have adopted a framework modeled after 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

You can find out more about our Environmental Policy here.

5. 2. Environmental KPIs

Environmental KPIs assessed and reported encompass Energy Consumption, which details Performance Technologies' utilization of energy sources and natural resources, including water and waste management. Additionally, the section covers Greenhouse Gas Emissions, including both Scope 1 and 2 emissions and Scope 3 for the first time.

5. 2. 1. Energy consumption

Responsible Use of Resources

Importance to Our Company	4.99
Importance to other Stakeholders	5.29

This section provides a comprehensive breakdown of Performance Technologies' energy sources, distinguishing between renewable and non-renewable sources. Our energy consumption mainly concerns the needs of our offices, i.e., lighting, charging computers and mobile phones, air conditioning, and kitchen electrical appliances, and has been charging electric cars since May 2023.

Think Ahead.

The breakdown of our energy KPIs is shown below:

KPIs	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Total Energy Consumption (KWh)	109,966.59	100,949.57	110,280.67	9,331.10	9,24%
Total Energy Consumption Reduction (KWh)		9,017.02	-9,331.10		
Non-renewables (KWh)	52,803.51	49,646.69	41,506.61	-8,140.08	-16,40%
Renewables (KWh)	57,163.08	51,302.88	68,774.06	17,471.18	34,05%
Total Energy Consumption Intensity (KWh per employee)	678.81	525.78	437.62	-88.16	-16,77%

The company has proceeded with the purchase of 100% energy from renewables under the PPC contract "Green Paas Pro" for 2024.
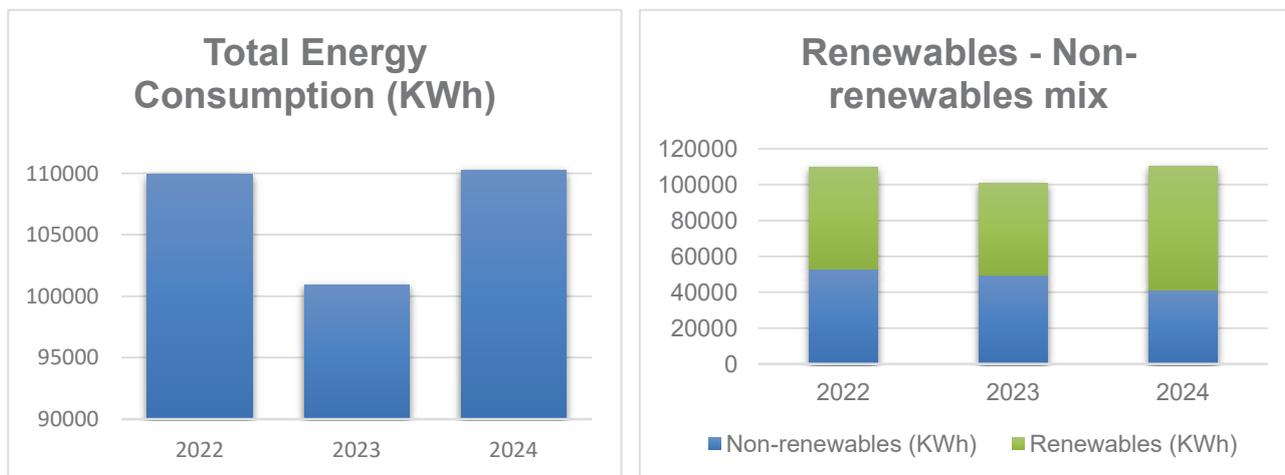

Figure: Total energy consumption and Renewables N on r enewables Mix

The Company stays committed to mitigate the environmental impact from its operations. Apart from the energy efficiencies achieved by the facilities management, the Company chose to purchase part of its electricity from 100% renewable energy during 2024 and intends to extend this practice to the total amount of purchased electricity during the next years.
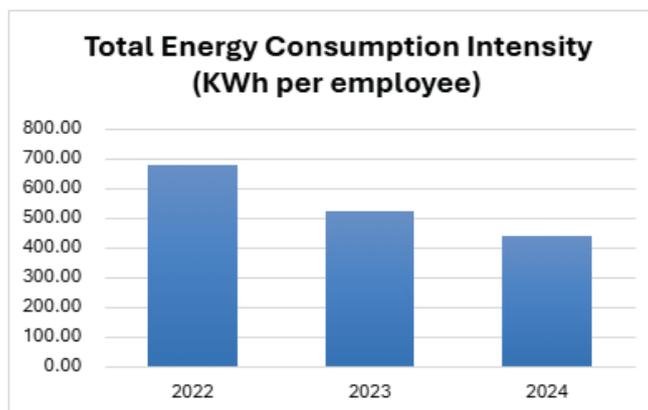
Figure 12: Total energy consumption intensity

As shown above, total energy consumption rose by 9.24%, whereas energy consumption intensity declined by 16.77%. This apparent contrast is mainly due to a 31.25% increase in the number of employees in 2024, which reduced the average energy use per employee. Another significant factor is that energy consumption for charging employees' electric vehicles on our premises increased from 7,088.29 kWh (7.02% of total energy consumption in 2023) to 11,287.66 kWh (10.23% of total energy consumption in 2024).

Waste Management & Recycling Program

Importance to Our Company	5.04
Importance to other Stakeholders	5.29

The metrics featured in the Natural Resources section encompass Performance Technologies' owned premises water consumption, measured in cubic meters (m3). Additionally, waste is divided into municipal waste and e-waste from Performance Technologies' premises. The section provides data on both the recycled weight by volume and weight and the amount of total waste disposed of.

Water

As with our energy consumption, water consumption concerns the needs of the offices, namely for toilets, coolers, and dishwashing, shown below:

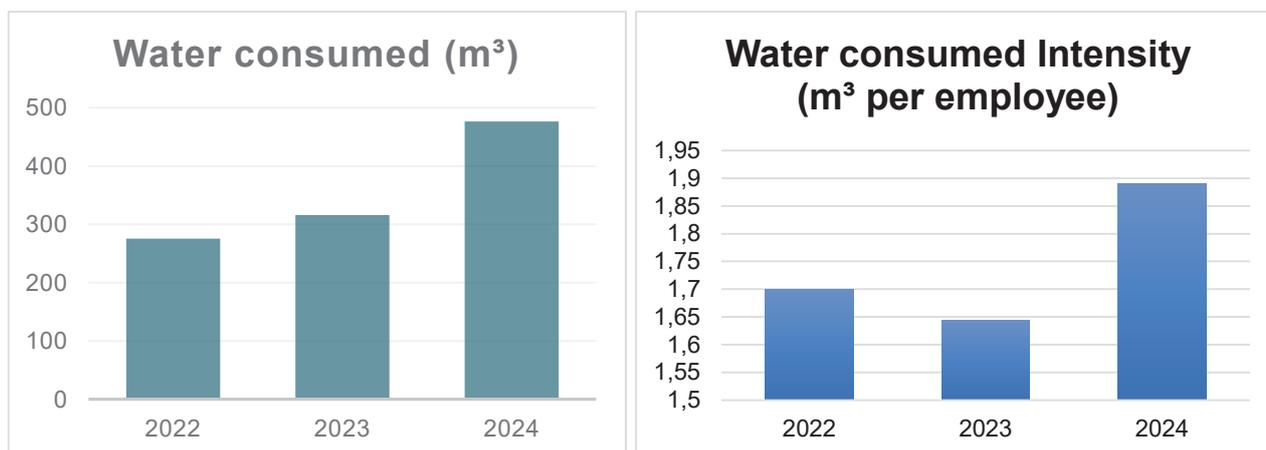|	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Water consumed (m³)	275.46	315.78	476.17	160.39	50,79%
Water consumed Intensity (m³ per employee)	1.70	1.64	1.89	0.24	14,89%

Figure 13: Total water consumption and intensity per employee

Similar to the increase in energy consumption, the rise in water consumption in 2024 was mainly due to a 31.25% increase in the number of employees, as indicated by the much smaller increase in water consumption per employee.

Waste and recycling

Performance Technologies is implementing a waste management system that includes recycling municipal and electronic waste. Tracking the quantities of waste disposed of and recycled helps the Company implement waste management policies and improve its performance.

2023 was the first year we started recording municipal waste as part of ISO 14001:2015 procedures, so there is no data for 2022.

The following table and graphs present the volume and composition of the municipal waste that is recycled.

KPIs	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Waste disposed (lt)		38,512.00	44,300.00	5,788.00	15,03%
Recycled waste volume (lt)		5,207.00	6,450.00	1,243.00	23,87%
Recycled Plastic (lt)		360.00	1,660.00	1,300.00	361,11%
Recycled Metal (lt)		272.00	445.00	173.00	63,60%
Recycled Compost (lt)		0.00	0.00	0.00	0,00%
Recycled Paper (lt)		4,575.00	4,345.00	-230.00	-5,03%
Total E-Waste Recycled (Kg)	661.00	12.00	10.00	-2.00	-16,67%
Recycled Batteries (Kg)	31.00	12.00	10.00	-2.00	-16,67%
Recycled Electronics (Kg)	630.00	0.00	0.00	0.00	0,00%

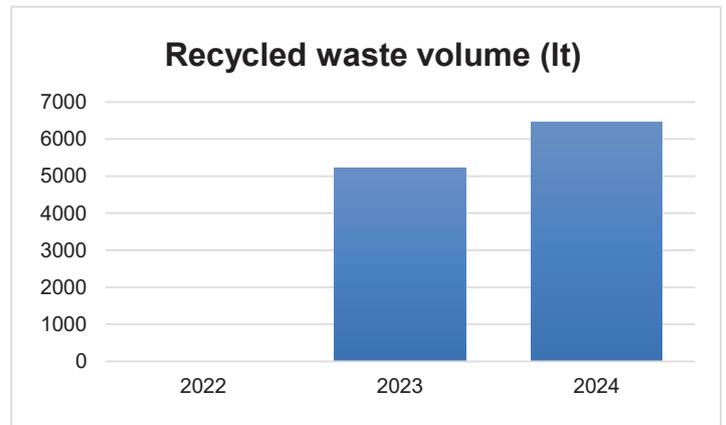Figure 14: Volume of waste disposed of to landfill

Figure 15: Volume of recycled municipal waste

Composition of recycled municipal waste (lt)

2023
2024

- Recycled Plastic (Kg)
- Recycled Metal (Kg)
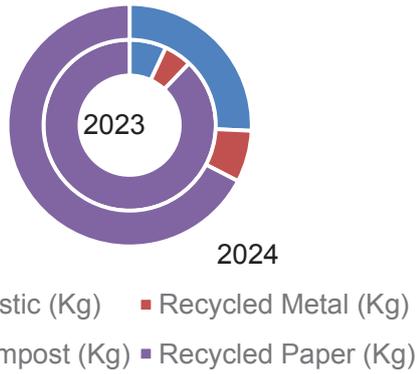- Recycled Compost (Kg)
- Recycled Paper (Kg)

Figure 16: Composition of recycled municipal waste for 2023 and 2024

As noted earlier, the increase in both disposed and recycled waste can also be explained by the higher number of employees in 2024 compared to the previous year.

We can also point out that increased plastic and metal recycling results from enhanced employee awareness initiatives, while reduced paper recycling mirrors lower paper usage and the company's transition to digital processes.

Total E-Waste Recycled (Kg)

- 2022
- 2023
- 2024
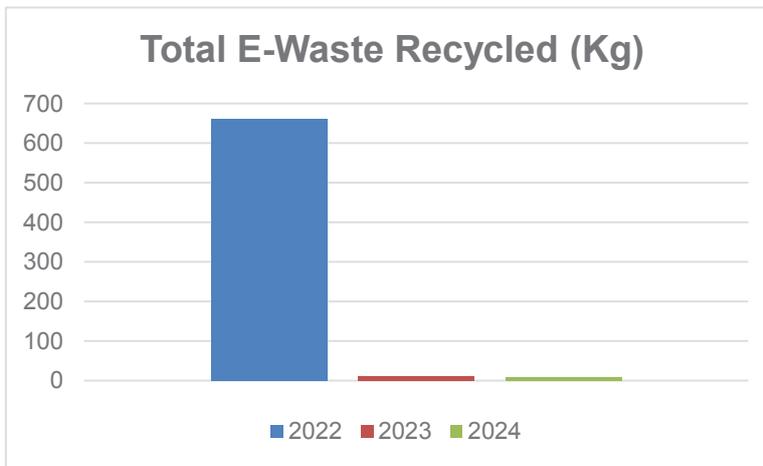
Figure 17: Total e-waste recycled

Composition of recycled electronics

- Recycled Batteries (Kg)
- Recycled Electronics (Kg)
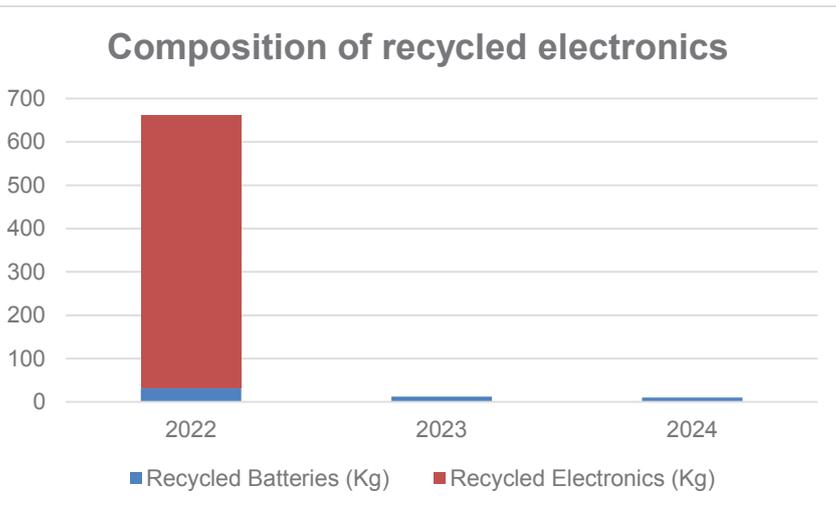
Figure 18: Composition of recycled electronics

Electronic devices and equipment are essential in a technological company like Performance Technologies. The e-waste is currently recycled, enhancing the Company's waste management initiatives.

The waste for electronic office equipment in 2024 and 2023 was 0 because we collected it but did not have enough to recycle during these years, showing a large decrease since 2022.

Battery recycling is carried out in collaboration with the non-profit organization AFIS, which focuses on the collection and recycling of portable batteries through the voluntary participation of employees. The total weight of recycled batteries decreased by 16.67%, from 12 kg to 10 kg. We estimate that this reduction is partly due to the overall decline in the use of single-use batteries and the increased adoption of rechargeable ones, and partly to enhanced employee awareness initiatives.

Think Ahead.

Greenhouse gas (GHG) emissions cover many of the Company's direct and indirect emission sources. Since the Company was listed on the Regulated Market of the Athex Stock Exchange at the end of July 2024, its obligation to issue a Carbon Footprint Report began, in accordance with the Greek National Climate Law 4936/2022. This report is verified by an officially recognized body and submitted electronically through the platform of the Natural Environment and Climate Change Agency (NECCA or OFYPEKA) by October 31 for the previous year.

Therefore, we redefined our approach to make our GHG emissions inventory compliant with ISO 14064:2018. We have set 2024 as our base year for the calculation of both direct and indirect emissions (Scope 1, 2 & 3 emissions). The results are shown in the table below, including all recorded categories:

KPIs	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Scope 1 Emissions (tons CO2-eq)	0.00	0.00	27.47	27.47	100,00%
Scope 2 Emissions (tons CO2-eq)	58.66	47.87	30.04	-17.84	-37,26%
Scope 3 Emissions (tons CO2-eq)			838.05		
Employee commuting (tons CO2-eq)			96.98		
Business travel (tons CO2-eq)			50.85		
Purchased goods (tons CO2-eq)			86.98		
Purchased capital goods (tons CO2-eq)			288.81		
Waste (tons CO2-eq)			24.39		
Purchased services (tons CO2-eq)			206.07		
Special emissions (cloud and software services) (tons CO2-eq)			83.97		

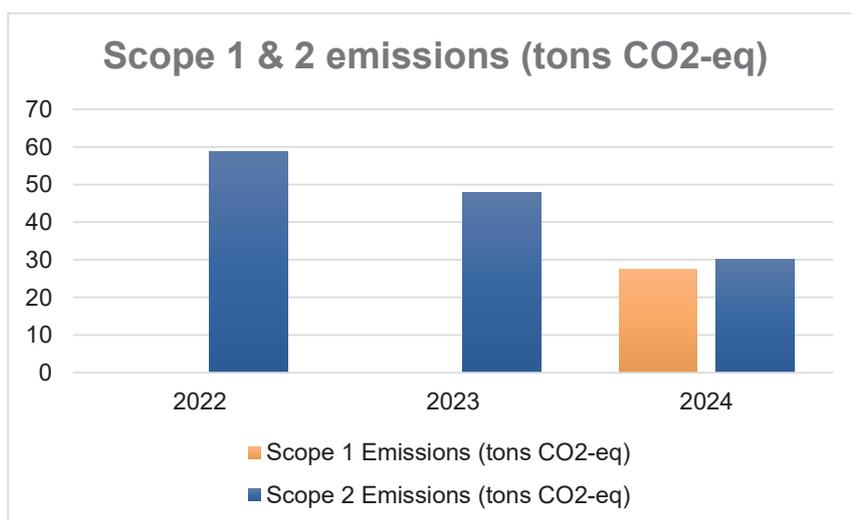

Figure 19: Scope 1 & 2 emissions (tons of CO2e)

As mentioned above, the base year for our GHG emissions inventory is set for 2024. However, the calculations for Scope 1 and 2 are already recorded from 2022. The figure shows the differences on emissions for the last three years, but this cannot be used as a comparison between them since the methodology has changed for the 2024 emissions year.

<table>
<tr><td>

Scope 1 emissions

</td><td>

Scope 1 emissions, which had been excluded in previous reporting periods, now include for 2024 direct emissions from fuel combustion in Company-owned and long-term leased vehicles used for transportation purposes. The year-on-year difference is therefore attributed to this revised reporting approach.

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Scope 2 emissions

</td><td>

Scope 2 emissions represent indirect GHG emissions arising from the consumption of purchased electricity, reflecting the Company's carbon footprint associated with energy use. The emission factors are based on the 2024 report of DAAPEP (2024 DAAPEP report), and the calculations follow the market-based methodology, whilst for 2023 followed the location-based methodology, making the year-to-year results dissimilar to compare. Despite this, the reduction recorded this year is partly attributed to thenew reporting approach that reclassified the GHG emissions from company-owned and leased vehicles under Scope 1, and partly to the use of PPC's GreenPass-Pro renewable energy service, which certifies that the electricity consumed is generated from renewable sources and allocated to our own consumption.

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Composition of energy consumption

24,80%
75,20%
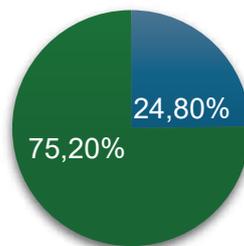
■ PPC (GreenPassPro)*   ■ PROTERGIA

Figure 20: Composition of energy consumption for 2024

GreenPassPro is the trade name of the Guarantees of Origin (GO) for electricity produced from Renewable Energy Sources, provided by PPC S.A. By choosing the GreenPassPro energy service for Low Voltage business customers, it is certified that an equivalent amount of electricity consumed at the Customer's facility is generated and allocated from the Supplier's Renewable Energy Source (RES) plants.

Think Ahead.

Scope 3 emissions were calculated for the first time in 2024 so there an no comparable data. They include indirect emissions from other sources, covering the upstream and downstream activities of the Company, and more specifically emissions from employee commuting, business travel, purchases of consumables and fixed assets, waste disposal, third party services and software subscriptions and technology platforms (special emissions).

Further information on the Company's GHG emissions can be found in the Carbon Footprint Report 2024, published on our website.
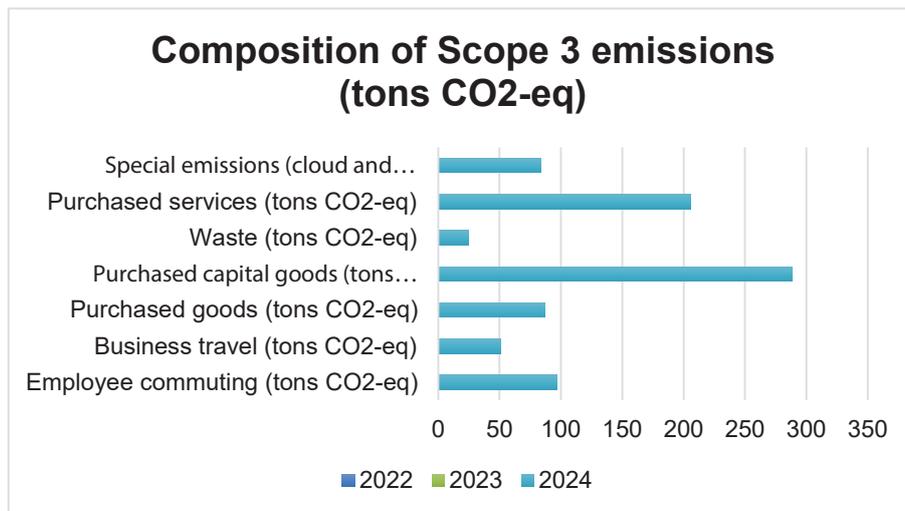

Figure 21: Composition of Scope 3 emissions (tons CO2-eq)

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

To achieve these objectives, we actively implement the following measures:

5. 3. Environmental practices

01. **Compliance and Progress Monitoring:** We strictly comply with all applicable environmental laws and regulations. Regular monitoring and measurement of our environmental performance enable us to continuously improve our ecological footprint and set increasingly ambitious standards for ourselves.

02. **Fostering Environmental Responsibility:** Our corporate culture is rooted in environmental responsibility. We encourage employee engagement and empower our workforce to take proactive actions that contribute to positive environmental outcomes.

03. **Reducing Paper and Toner Usage:** As a technology company, we embrace digital communication to minimize paper use and reduce our overall environmental footprint. In line with this approach, we have also adopted Printing as a Service solution to optimize and control printing needs.

04. **Responsible Energy Consumption:** We strive for responsible energy consumption across all our operations, prioritizing energy conservation and efficiency. As part of our commitment to a sustainable future, we promote the use of renewable energy sources wherever feasible.

05. **Utilizing Natural Lighting:** In both new and renovated facilities, we prioritize the use of natural lighting, harnessing daylight to reduce energy consumption and enhance employee well-being.

06. **Transitioning to LED Lighting:** We proactively adopt LED lighting technology and have already replaced conventional lighting systems with energy-efficient LEDs across our offices.

07. **Raising Employee Awareness:** We inform and educate our employees about energy-saving and sustainable practices in the workplace, encouraging their active participation in environmental initiatives. For example, our comprehensive "Go Green" guide outlines best practices for employees and stakeholders to adopt more sustainable habits in their daily activities.

08. **Leveraging Cloud Technology:** We utilize cloud infrastructure to optimize energy use, enhance operational efficiency, and reduce the environmental impact associated with on-premise systems.

09. **Infrastructure Consolidation:** We continuously upgrade and consolidate our infrastructure with newer, energy-efficient equipment to minimize overall energy consumption.

10. **Waste Management:** We carefully segregate solid waste into hazardous and non-hazardous categories. Hazardous waste, including light bulbs, batteries, and ink cartridges, is responsibly managed and recycled through licensed companies. Non-hazardous waste, such as paper, plastic, and aluminum, is collected separately and sent for recycling through the Hellenic Recovery Recycling Corporation (HERRCO) Waste Recycling System.

Think Ahead.

5. 4. Our "E" planning

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

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

Electric/Hybrid vehicles
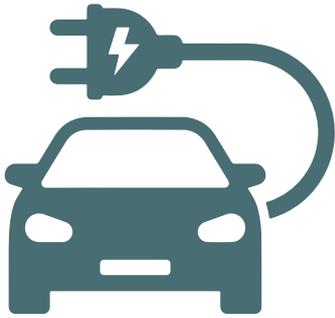
In an effort to reduce our reliance on fossil fuels, we have begun renewing our vehicle fleet with hybrid and fully electric vehicles. This strategic initiative not only contributes to lowering carbon emissions but also sets a strong example for environmentally responsible transportation practices.

In 2022, we calculated the number of vehicles by engine category, setting a target to reduce combustion-engine cars to 50% of the fleet by the end of 2024. In 2023, we determined that calculating the usage percentage of each engine type based on the number of months in operation would provide a more accurate representation, as some vehicles are used for only part of the year. Accordingly, we adjusted our target to reduce the share of combustion vehicles in use to 50% by the end of 2024. This target was largely achieved, with combustion vehicles representing 51% of the fleet at year-end, and further progress was made — the share dropped to 39% as of September 2025.

Engine Type	2022	2023	Sep. 2024*	Dec. 2024	Sep. 2025
Combustion	68%	65%	55%	51%	39%
Electric	0%	2%	2%	2%	4%
Plug-in Hybrid	32%	33%	42%	47%	57%
Total	**100%**	**100%**	**100%**	**100%**	**100%**

as reported in ESG Report 2023.

Our next milestone is to increase the proportion of plug-in hybrid vehicles to 60% of the Company's total fleet by the end of 2026. This initiative aligns with our broader decarbonization strategy and reinforces our dedication to environmentally responsible operations.

Think Ahead.

In the process of preparing the Carbon Footprint Report for 2024, we established the following category-specific targets, which are presented in detail in the table below.

Category	Activities	2024 base year		2025	2030
		tCO2e	%	% reduction goal	% reduction goal
Scope 1	Fuel consumption	27.47	3,08%	-4,00%	-30,00%
Scope 2	Elecricity consumption	30.04	3,37%		
Scope 3	Employee commuting	90.18	10,13%	-4,00%	-20,00%
	Purchased goods & services & waste disposal	606.96	68,15%		-25,00%
	Special emissions (cloud and software services)	83.97	9,43%		-20,00%
	Business travel	51.98	5,84%		
	Total	**890.60**	**100,00%**		

In order to achieve the aforementioned emission reduction targets, we will pursue the following initiatives:

■ Installation of a 25 kW **photovoltaic system** for self-generation of electricity.

■ Signing of **Power Purchase Agreements** (PPAs) for electricity from renewable energy sources (RES) covering 80% of total consumption.

■ Launch of a **carpooling program** offering incentives for participants.

■ Financial support for the purchase of **monthly public transport passes or electric bicycles.**

■ Development of a platform to facilitate **organized carsharing** among employees.

■ Design and implementation of a **Green Procurement Policy.**

■ Engagement with **key suppliers** (representing 80% of procurement volume) to obtain **third-party verified carbon footprints** (Environmental Product Declarations – EPDs) for purchased goods.

■ Preference for **suppliers** with **certified environmental performance** (e.g., ISO 14001, EMAS).

■ Redesign of services to incorporate **materials with lower carbon footprints and higher recyclability.**

■ Transition to **green cloud service providers** (e.g., AWS, Google Cloud, Microsoft Azure) that operate data centers powered by 100% renewable energy.

■ Optimization of **cloud resource usage** to minimize unnecessary energy consumption.

■ Training development teams in **green coding principles** to improve energy efficiency in software development.

6. The "S" of ESG

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

Beyond our workforce, we extend our commitment to respect for society. 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.

6.2. Social KPIs

The Social KPIs evaluated and reported encompass various aspects, including Diversity and Inclusion, Employee Metrics, Training and Development, Health & Safety, Customer-related Metrics (e.g., complaints), and Community-related Metrics (e.g., donations). These KPIs comprehensively view Performance Technologies' social impact and initiatives.

6.2.1. Human resources

Fair work environment

Importance to Our Company	5.76
Importance to other Stakeholders	5.50

The following table and graphs depict the related KPIs.

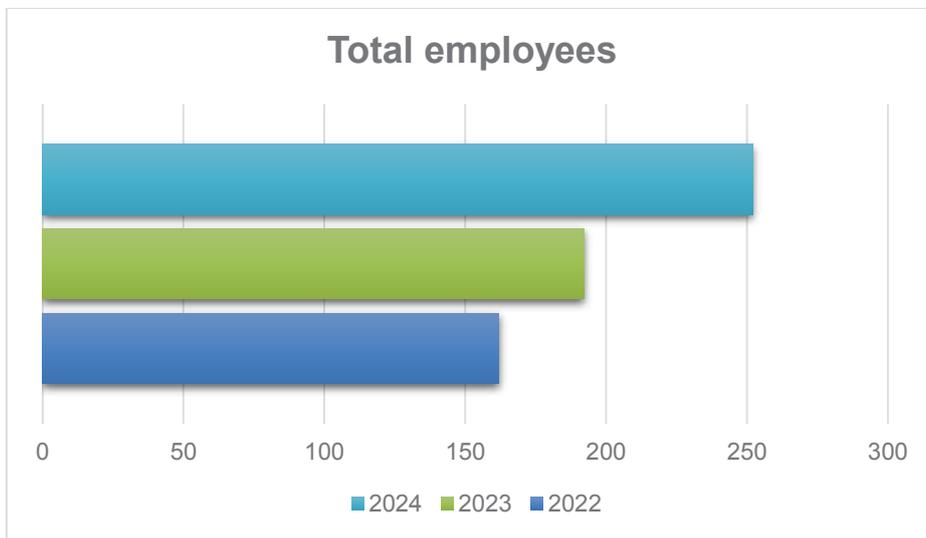| KPIs	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Total Employees	162	192	252	60	31,25%
Direct employees	156	187	247	60	32,09%
Indirect employees	6	5	5	0	0,00%
New hires		45	76	31	68,89%
Voluntary turnover (%)	3,09%	3,70%	7,80%		4,17%
Compulsory turnover (%)	1,85%	3,70%	1,40%		-2,30%

Think Ahead.

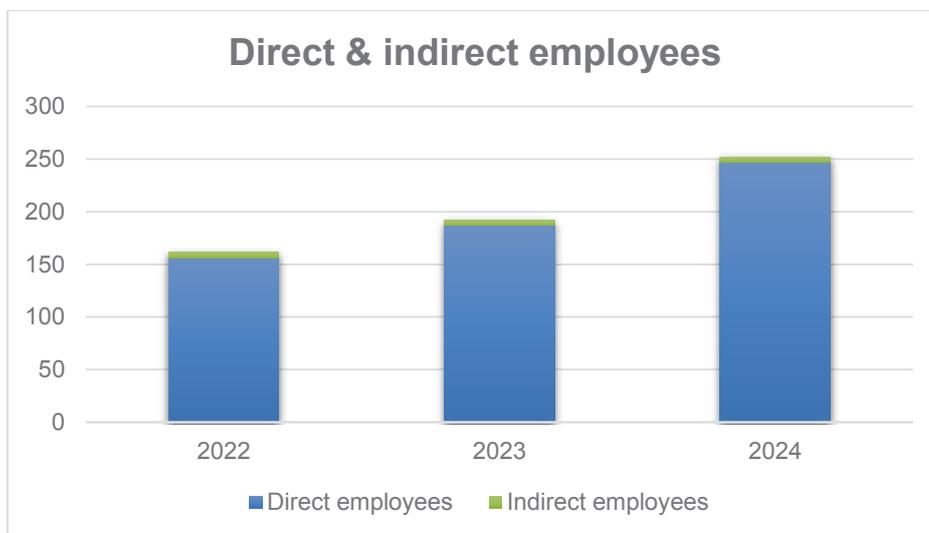*Figure 22: Number of employees*

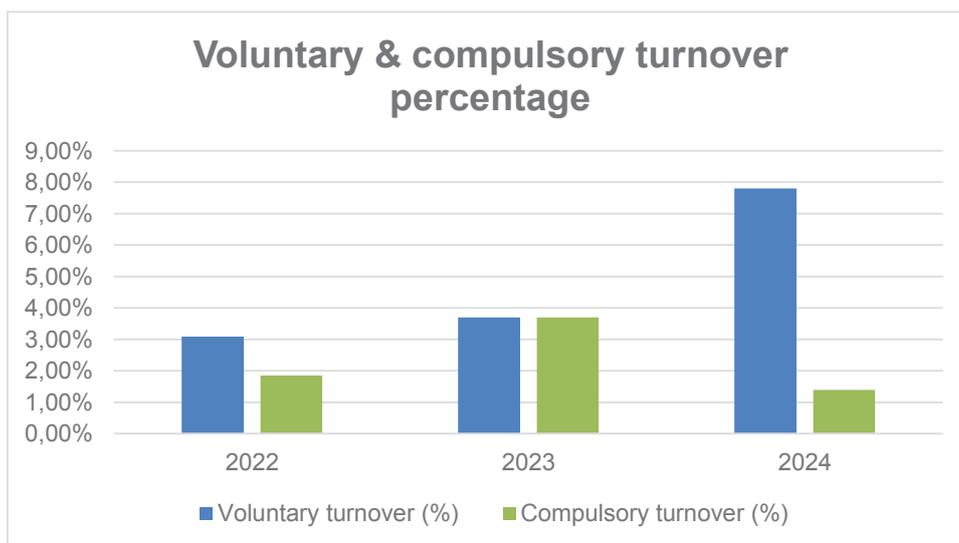*Figure 23: Direct & indirect employees*

Figure 24: Voluntary & compulsory turnover percentage

We can quickly notice that there was a significant increase in the number of employees of 31.25% following the overall organic company growth, particularly to cover engineering roles in high-growth technology areas such as Data and analytics, Artificial Intelligence, and monitoring systems.

Despite the Company's efforts to ensure a safe and healthy workplace, promote work–life balance, and offer competitive compensation packages to attract and retain talent, the industry in which it operates remains highly competitive. Consequently, for the first time, a significant increase in the voluntary turnover rate (4.10% - from 3.70% in 2023 to 7.80% in 2024) has been recorded. Furthermore, this competition now extends globally, as modern working conditions transcend geographical boundaries.

On the other hand, compulsory turnover remained stable (down by 2.30%, from 3.70% to 1.40% year over year), demonstrating the Company's effective recruitment practices, strong interpersonal cohesion among employees, and solid decision-making in talent selection.

Selection and Recruitment Procedure

The Company implements a structured Selection and Recruitment Procedure designed to attract highly qualified professionals who possess the required academic credentials and can actively contribute to fulfilling the organization's mission and achieving its strategic objectives.

The recruitment process consists of three main stages. First, a comprehensive job description is developed to define the specific role and its requirements. Then, the job opening is announced either internally within the Company or externally to reach a wider pool of candidates. Finally, the most suitable candidate is selected through a process that includes reviewing applications, conducting interviews and assessments, shortlisting promising candidates, and verifying references when required.

Throughout this process, the Company ensures full compliance with its internal policies, promoting fairness, equal opportunity, and non-discrimination among applicants. Transparency and objectivity are integral to every stage, guaranteeing the selection of the most qualified candidates for each position.

Evaluation Procedure

Performance Technologies implements an Evaluation Procedure to evaluate employees' performance regarding business objectives, promote continuous development and motivation, and support fair pay decisions and policies.

The evaluation process aims 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 covers every employee and, optionally, their family members (spouses and children).

02. Meal vouchers are given to all employees and 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. Pension plan exists for middle & upper managers.

05. Leased cars are available for certain employee groups, such as Account Managers, Business Unit Managers, System Architects-Consultants, and Directors.

06. Electric vehicle charging stations in the company's parking area.

07. Mobile phones and laptops are available to all employees.

08. The General Meeting of Shareholders voted on a free stock distribution program on June 11th, 2024, and in July 2024, 66,000 shares of the Company were given to 67 employees. For the next round of the distribution in 2025, 133,000 shares will be given to employees.

Respect for human rights

Importance to Our Company	5.72
Importance to other Stakeholders	5.79

KPIs regarding human rights are shown below.

	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Severe Human Rights Violations		0	0	0	0,00%
Incidents of Discrimination		0	0	0	0,00%
Employees Signed Code of Conduct (%)		100%	100%		0,00%

At Performance Technologies, the importance of a diverse and inclusive team cannot be overstated. Fostering such an environment is crucial, and top priority should be given to employee growth and development through comprehensive training programs.

The Company requires its business partners and suppliers to respect workforce diversity and equal employment affairs and adopt similar policies. All employees and partners are obliged to accept and sign the Code of Conduct. 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 compensated adequately for their effort and contribution to the Company's goals. We are proud that this is reflected in the KPIs mentioned above, remaining the same for the past years.

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

Where Performance Technologies participates but does not control a partnership, it will encourage and -in some cases- require its partners to meet the requirements of this Code.

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 people's recruitment, placement, or management.

Comply with all applicable wage laws, including 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 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 among its employees.

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

You can find more about our Code of Ethics and Business Conduct here.

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. Thus, 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 that 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 allow them to contribute to the Company's vision and decisions.

02. Feedback encourages two-way communication. Employees can freely provide feedback to their managers, who in turn provide feedback and guidance to their employees.

03. We are dealing with internal disagreements and conflicts using open communication channels to address and resolve issues between employees themselves or between employees and managers.

04. Empowerment is when employees feel that their voices are considered in decision-making through open, transparent, and reliable communication and that their contributions are 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 Performance Technologies' 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 other forms of misconduct.

Performance Technologies manages whistleblowing reports with strict confidentiality and assures no negative (punitive) actions will be taken against employees who submit reports. Protecting the whistleblower's anonymity is a crucial aspect of the Whistleblowing Policy, except in cases where the report is malicious, or 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, Performance Technologies has established specific whistleblowing channels that both employees and third parties should utilize to report any breaches or alleged irregularities:

Via telephone
0030 2111097888

Via e-mail
compliance@performance.gr

Diversity, inclusion, and equal opportunities

Importance to Our Company	5.38
Importance to other Stakeholders	5.33

Diversity and inclusion are fundamental pillars of a strong team. Embracing gender and age inclusivity helps Performance Technologies to create a versatile workforce. Related KPIs are shown below.

|	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Males	125	145	195	50	34,48%
Females	37	47	57	10	21,28%
Other	0	0	0	0	0,00%
% Male Employees	77,16%	75,52%	77,38%		1,86%
% Female Employees	22,84%	24,48%	22,62%		-1,86%
% Other Employees	0,00%	0,00%	0,00%		0,00%
<30		46	60	14	30,43%
>=30 and <=50		112	145	33	29,46%
>50		34	47	13	38,24%
% <30 years employees		23,96%	23,81%		-0,15%
% >=30 and <=50 years employees		58,33%	57,54%		-0,79%
% >50 years employees		17,71%	18,65%		0,94%
Total People in Management Positions		18	21	3	16,67%
Management Males		14	17	3	21,43%
Management Females		4	4	0	0,00%
Management Other		0	0	0	0,00%
% Management Males		77,78%	80,95%		3,17%
% Management Females		22,22%	19,05%		-3,17%
% Management Other		0,00%	0,00%		0,00%

Think Ahead.
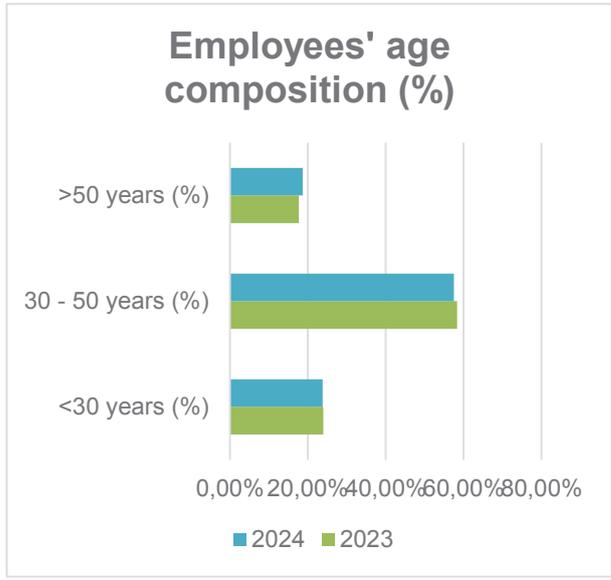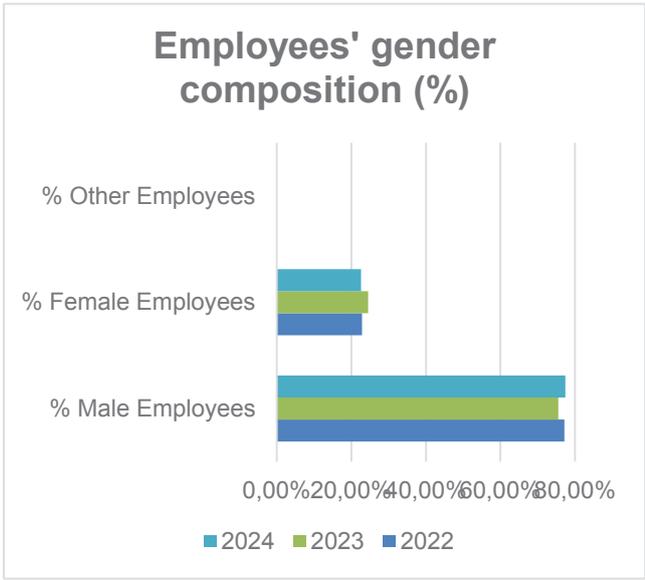
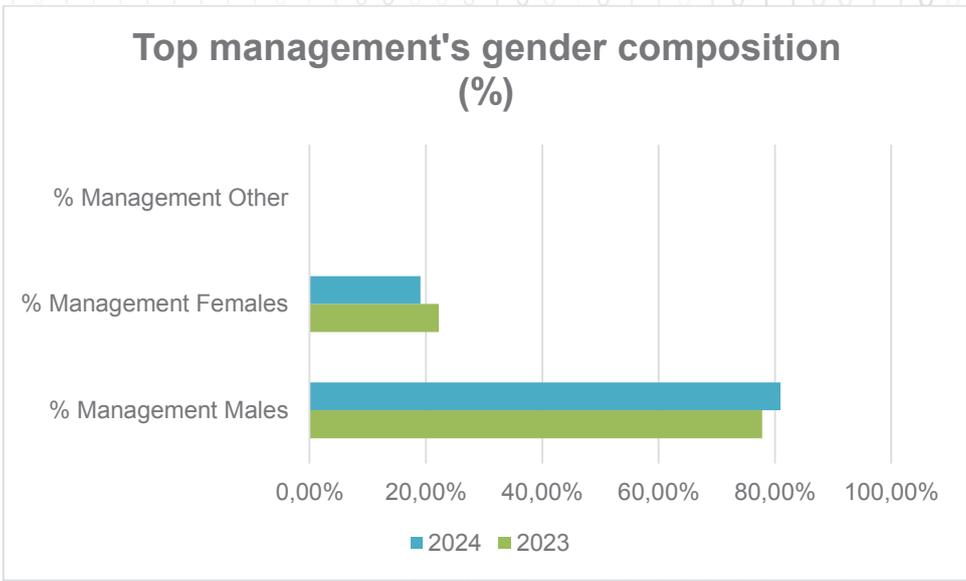*Figure 25: Employees' gender and age composition percentages*

Figure 26: Top management's gender composition percentage

The vast majority of the Company's employees are engineers - a field traditionally dominated by men - which is reflected in our workforce statistics. Although the Company actively seeks to attract more female candidates, applications remain limited, resulting in a continued predominance of male employees (195 males to 57 females in 2024). An encouraging indicator is that the share of women in management roles (19.05%) aligns closely with their representation across the Company's total workforce (22.62%).

Our Code of Ethics and Business Conduct includes a dedicated section on "Diversity and Equal Employment", which establishes the principles for ensuring that all current and future colleagues are treated fairly and without discrimination, contributing to the development of inclusive and prosperous societies.

Performance Technologies is committed to fostering a harassment-free work environment, where all business activities - including recruitment, promotion, career development, and employee compensation - are conducted irrespective of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age.

These practices, as well as the design and administration of Performance Technologies' benefit plans, comply fully with all applicable laws, including equal opportunity regulations. Employment decisions are made solely on the basis of business needs, job requirements, and individual qualifications. The Company maintains a zero-tolerance policy toward any form of discrimination or harassment.

An age-diverse workforce promotes knowledge sharing and a culture of continuous learning. Younger employees often contribute fresh perspectives, innovative thinking, and familiarity with emerging technologies, while more experienced colleagues bring valuable insights, industry knowledge, and a wealth of expertise developed over many years. By combining these diverse perspectives, Performance Technologies creates a rich environment that encourages collaboration, enhances problem-solving capabilities, and drives creative solutions.

Occupational Health & Safety Policy

Importance to Our Company	5.70
Importance to other Stakeholders	5.75

At Performance Technologies, emphasis is placed on the significance of employee health and safety. This focus involves meticulous tracking of metrics like training hours on health and safety, accidents, and illnesses, strengthening the Company's commitment to creating a secure work environment.

According to ISO 45001:2018, we are certified to complement our intent with an actual systematic set of policies and practices and to measure and continuously improve employee safety and well-being, regardless of working on-premises or from home.

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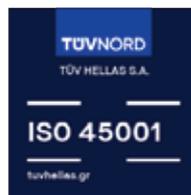
Certificate of Health and Safety Management System ISO 45001:2018, TUV HELLAS (TUV NORD) – A.M. Certificate: 047 22 0007

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 illnesses.

- 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 all employees understand, implement, and comply with occupational health and safety policies and practices.

- Intend to influence our business partners and third parties to adopt and implement similar policies and practices.

- Set, measure, and monitor annual occupational health and safety goals and objectives for all our business operations.

- Our business partners and suppliers must provide their employees with a safe and healthy work environment and adopt similar policies.

Think Ahead.

	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Total training hours on health and safety	-	0.00	130.00	130.00	100,00%
Training hours on health & safety per employee	-	0.00	0.52	0.52	100,00%
Fatalities from work	0	0	0	0	0,00%
Cases of work-related ill health	0	0	0	0	0,00%
Work-related accidents	0	0	0	0	0,00%
Days lost to injuries and fatalities	0	0	0	0	0,00%

Except for the above mentioned KPIs, and following the Company's standard practice, the risk assessment was reviewed once within 2024. The same applies to the readiness exercise, which takes place at least once a year.

There is a permanent collaboration with a Safety Engineer and an Occupational Doctor, who are responsible, among other things, for developing and monitoring the written assessment of the staff's professional hazards and issuing certificates of suitability per job position.

Every quarter, new employees participate in internal training sessions covering ISO standards, GDPR compliance, and topics related to workplace violence and harassment. Additionally, refresher training is provided annually for all employees at the end of each year. To enhance monitoring and provide proof of understanding on these matters, the Company set a two-year objective last year to develop dedicated training videos, which employees will be required to watch and subsequently complete multiple-choice assessments. While the program was not completed within 2024, its implementation is planned for 2025.

Health coverage

The Company provides free, safe health coverage to strengthen the employer-employee trust relationship and ensure professional stability.

Policy for Combating Violence and Harassment

The Company maintains a zero-tolerance policy toward any form of violence or harassment in the workplace and is firmly committed to protecting any individual who experiences or reports such behavior.
Established in 2022, the Policy for Preventing and Combating Violence and Harassment aims to create a clear and modern framework of rules and procedures designed to safeguard employees from all forms of violence and harassment. It also ensures a working environment that upholds and promotes every person's right to work free from fear, pressure, or intimidation.

The Policy applies to all Company employees, including full-time and contract staff, project-based personnel, postgraduate trainees, volunteers, former employees, and job applicants.
All forms of violence and harassment, including gender-based and sexual harassment, are strictly prohibited during any work-related activity. It should be noted that the Company's Labor Regulation has been updated to include a dedicated section on this topic, in compliance with Law 4808/2021, and has been duly submitted to the Labor Inspectorate.

Employees or third parties who encounter or suspect a violation of the Code of Conduct are encouraged to report their concerns to their immediate supervisor, senior management, or the Human Resources Department. Complaints may also be submitted through the Company's official reporting channels. Reports can be made anonymously and are handled with the utmost confidentiality, following established procedures that ensure privacy and protection of the reporting individual's identity, unless disclosure is required by law.

Reports and complaints are filed with the use of the Company's official channel:

Via email: talk2us@performance.gr.

Appropriate working environment

Importance to Our Company	5.69
Importance to other Stakeholders	5.62

At Performance Technologies, we 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 worth pointing out that a Teleworking Policy has been developed since 2021.

Our premises

At Performance Technologies, we 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 worth pointing out that a Teleworking Policy has been developed since 2021.

>> The first floor is 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 glasses for water and coffee.

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

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

>> On all floors, we have recycling bins for various materials to assist with recycling.

Events

 To strengthen the bond with employees and their families, the Company organizes various outings and celebrations, particularly for occasions like Company anniversaries, Christmas parties, and New Year's festivities. Employees' families are invited to join these events, which often feature animators to creatively entertain the children. During these gatherings, the Company's management expresses gratitude to all employees for their significant contributions to the Company's success.

At the first event of the year, typically held at the end of January, employees who have completed 15 years of service are recognized and awarded.

Additionally, at the start of the school year, the Company presents gifts to young students and the children of employees. For older children, the Company organizes a career orientation day, providing guidance from career professionals to help them plan for the future.

As a gesture of appreciation, the Company also celebrates key milestones, such as the initiation or completion of major projects, by hosting small pizza parties at its premises for the employees.

Think Ahead.

Talent management/ Education and training

Importance to Our Company	5.60
Importance to other Stakeholders	5.54

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. In 2024, the Company established a dedicated Training Department, responsible for organizing internal workshops focused on developing employees' soft skills, as well as monitoring external training programs, certifications and postgraduates' degrees with 100% coverage of expenses.

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 Dis-cover, IBM Think & IBM Technical University, etc.

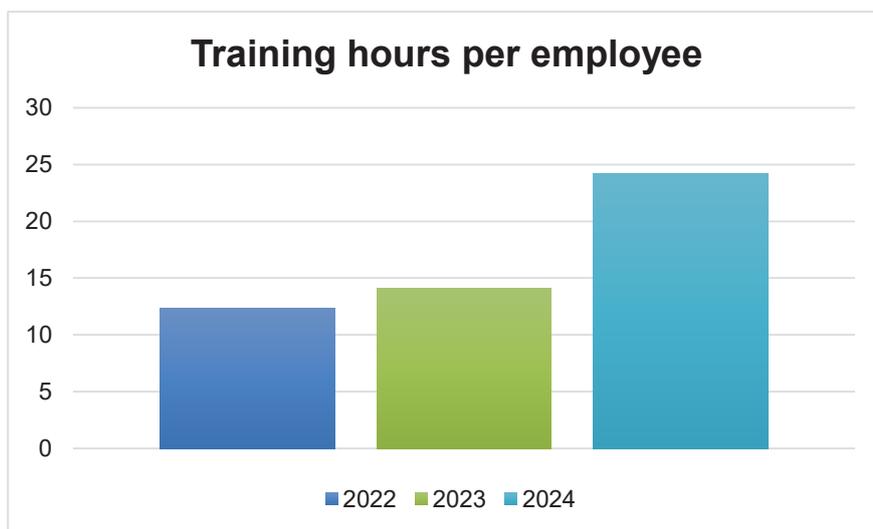|	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Training Hours per Employee	12.35	14.08	24.23	10.15	72,08%
Training Costs (Euros)	79,764.29	107,836.25	185,559.80	77,723.55	72,08%

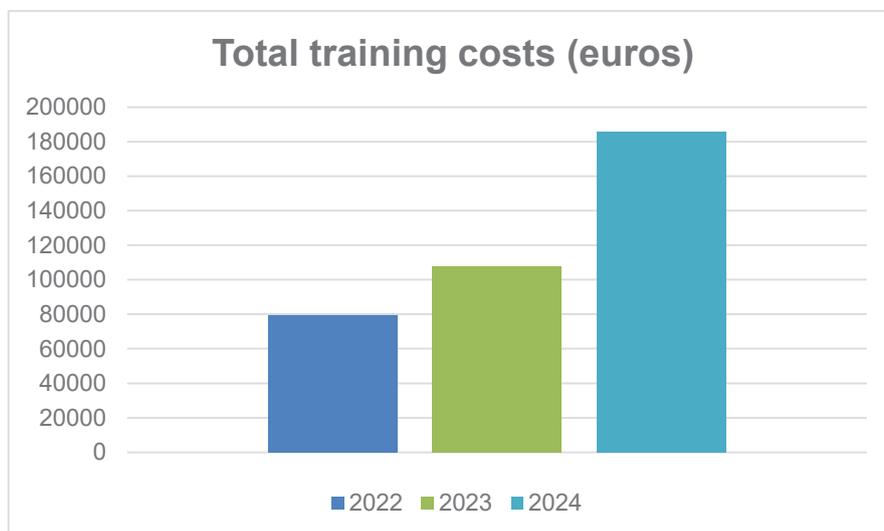*Figure 27: Training hours per employee*

Figure 27: Total training costs

In 2024, the total expenditure on external training programs increased by 72.08%, highlighting the Company's dedication to continuous employee development and to equipping its workforce with the necessary certifications and expertise to deliver complex projects for key clients and public sector entities.

We, at Performance Technologies, recognize success and 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 inform them about the successful completion of projects, 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.

6. 2. 3. Customers and Communities

Performance Technologies prioritizes both customers and communities. The primary focus is on ensuring customer satisfaction, which involves delivering value and effectively meeting customer needs. Simultaneously, active engagement in community development, exemplified by donations and sponsorships, underscores the Company's commitment to positively impacting society.

|	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Customer complaints	0	0	0	0	0,00%
Customers' s atisfaction %	93,00%	95,00%	94,39%	-0,61%	-0,64%
Customers signed NDA	100,00%	100,00%	100,00%	0,00%	0,00%
Employees signed NDA	100,00%	100,00%	100,00%	0,00%	0,00%
Total Sponsorships and Donations (Euros)	5,000.00	35,300.00	73,780.00	38,480.00	109.01%
Top Collaboration 1: Traditional Products of Small Producers of Evros		19,600.00			
Top Collaboration 2: Optimum Yacht Racing Team		6,000.00			
Top Collaboration 3: Floods In Thessaly and Evia		4,100.00			
Top Collaboration 4: Chara Center for Special People		1,800.00			
Top Collaboration 5: "The Other Human" Social Kitchen		1,800.00			
Top Collaboration 1: International Robotics Olympiad (IRO)			50,000.00		
Top Collaboration 2: Optimum Sailing Academy			8,000.00		
Top Collaboration 3: Act of Love			5,000.00		
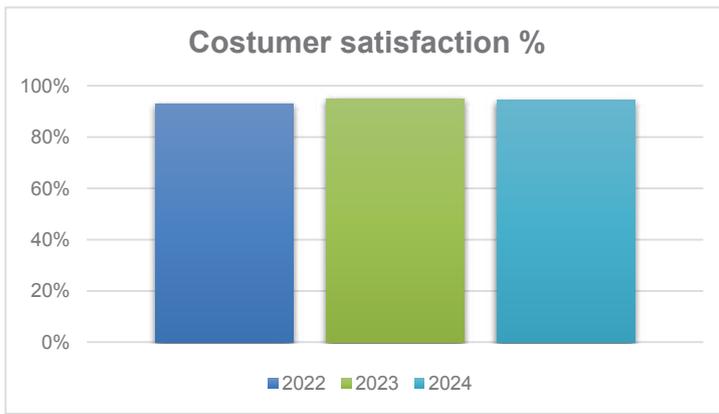
Figure 28: Customer's satisfaction %
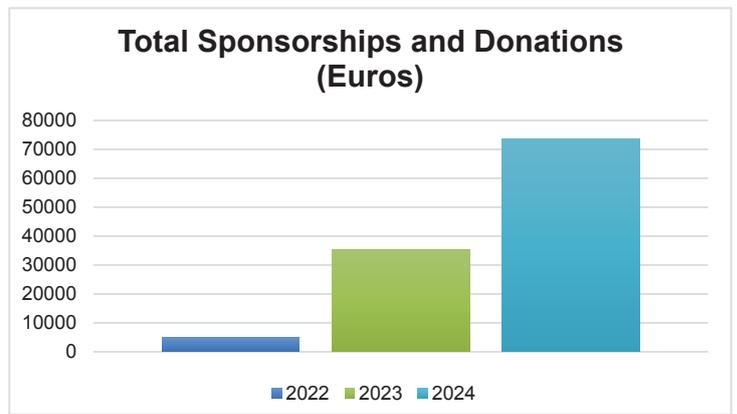
Figure 29: Total Sponsorships and Donations

Handling customers' complaints

To ensure effective handling of customer complaints, Performance Technologies 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 complaint recipient 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 relevant department manager for investigation and evaluation of the underlying cause. The Head of the department takes immediate action to address the complaint and records the appropriate actions taken on the platform. If no further actions are needed, the reason for this decision is also documented. The ISO Manager performs a recheck to ensure the problem is 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.

The ISO Compliance & Risk Manager is responsible for conducting audits to confirm that complaints are handled effectively and by established procedures.

Moreover, a customer satisfaction survey is conducted at the end of each year.

After completing projects, questionnaires are sent to customers, and based on the replies, a satisfaction rate is obtained. We take great pride in maintaining a customer satisfaction rate of approximately 95% over the past few years, with only minimal variations.

Sponsorships and Donations

Through collective efforts, we work to complement and assist organizations dedicated to helping vulnerable groups, particularly children and the elderly. Over the years, we have extended our support to a wide range of institutions, providing them with financial aid, food donations, and other necessities. As part of its culture of empathy and solidarity, the Company makes donations in memory of employees' loved ones.

In 2024, we placed greater emphasis on sponsorships related to the Company's core business activities, aiming to promote technological development, particularly among younger generations engaged in robotics and related fields, and we doubled the total amount donated compared to the previous year (increase of 109.01%).

These efforts reflect our unwavering commitment to making a positive impact and fostering a more compassionate world. Through our collective actions and contributions, we strive to make a meaningful difference and serve as a pillar of support for those in need within our community.

Think Ahead.

6. 3. Other social practices

For the next generation of employees

In 2021, our Company took a visionary step forward by launching the first "PERFORMANCE 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.

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. Most of them remain with the Company after completing the internship.

Service Now Academies

During 2024, two specialized academies focused on the ServiceNow platform were designed and implemented, with a total of 15 young engineers participating.

The first Academy, held from January to early March, included 6 engineers, while the second, conducted from August to October 2024, trained 9 participants. Upon completion of the training, all graduates joined Performance Technologies, strengthening the corresponding project teams.

The curriculum of the two Academies covered modules such as ITIL, JavaScript, ServiceNow Simulator, and ServiceNow Fundamentals. After completing the courses, participants were examined and certified, validating their advanced technical expertise.
ServiceNow is a leading Software-as-a-Service (SaaS) platform for digital transformation and business process automation.
It enables organizations to deliver outstanding customer and employee experiences, increase operational efficiency through automation, orchestrate complex processes, and leverage integrations, artificial intelligence (AI), and a unified data model.

At Performance Technologies, our ServiceNow Consultants design, implement, and support digital transformation solutions for large enterprises across various industries, including:

- Energy & Utilities
- Banking
- Insurance
- Retail
- and others.

Security Academy

The first Cyber Security Academy was launched in June 2024, with 7 young engineers selected to participate. They received intensive, hands-on training and certification in the field of cybersecurity. The program lasted one month, after which all graduates were hired by Performance Technologies, joining and strengthening the Cyber Security Department.

The training was designed by our in-house cybersecurity experts, providing a comprehensive introduction to cybersecurity engineering and offensive security, approached from multiple technical perspectives.

Regardless of their prior specialization, the program equipped engineers with essential knowledge to prevent, detect, and mitigate security risks, making them key contributors to enhancing the overall security posture of any organization.

Think Ahead.
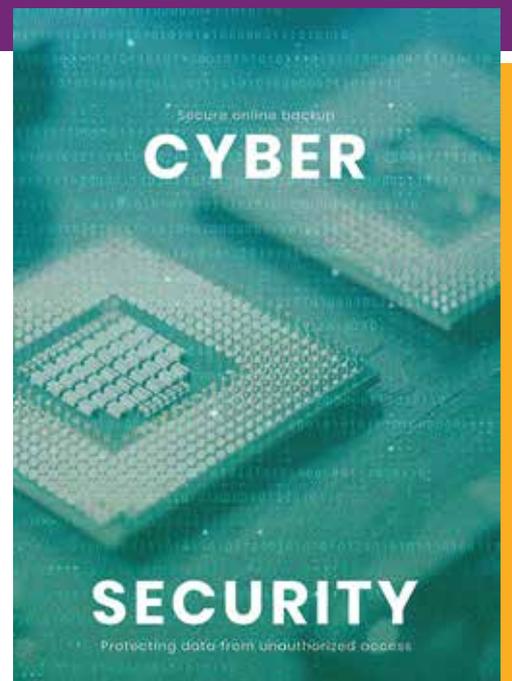
Over the past years, our Company has celebrated **International Women's Day** with meaningful and empowering initiatives that reflect our ongoing commitment to gender equality, diversity, and inclusion.

In **2022**, we reaffirmed our support for women in technology by hosting a virtual coffee event on *"The Woman in the Field of Technology."* Through inspiring discussions and the sharing of success stories, we aimed to highlight the vital role of women in the tech industry, motivate more women to pursue careers in this field, and promote greater gender diversity across the sector.

In **2023**, we honored Women's Day with a private dinner exclusively for all female employees of Performance Technologies. In light of the tragic train accident in Tempi, Greece, the event was held in a subdued tone out of respect for those affected. Despite the somber circumstances, the gathering offered a heartfelt opportunity for our female colleagues to connect, reflect, and show solidarity during a difficult time for the nation.

In **2024**, we celebrated Women's Day with a special luncheon dedicated to all the phenomenal women of Performance Technologies, recognizing their invaluable contributions and fostering an environment of inclusion and empowerment. The event featured Mrs. Martha Mylona, an esteemed Organizational Consultant, Executive & Leadership Coach, and Mediator in the Workplace, as our guest speaker. Mrs. Mylona shared thought-provoking insights on professional growth, leadership, and self-empowerment, inspiring our colleagues to continue thriving in both their personal and professional journeys.

Beyond the annual celebrations, these Women's Day initiatives serve as a vital platform for engagement, dialogue, and connection among our female professionals. They foster a strong sense of belonging and community, which continues to enrich our workplace culture and strengthen our collective values.

Actions on Women's Day

As we move forward, we remain steadfast in our commitment to nurturing an inclusive and equitable work environment where every individual—regardless of gender—feels valued, respected, and empowered to reach their full potential.

Additionally, in **2023**, we proudly signed the **Women's Empowerment Principles (WEPs)**, a set of guidelines developed by the **UN Global Compact** and **UN Women** to promote gender equality and women's empowerment across the workplace, marketplace, and community. Our adherence to the seven WEPs, along with the implementation of our internal action plan, marks a significant milestone in our sustainability journey. As a leading company in the Greek IT market, we view it as both our **responsibility and privilege** to champion the advancement of women in technology and to foster a culture where inclusion and equality thrive.
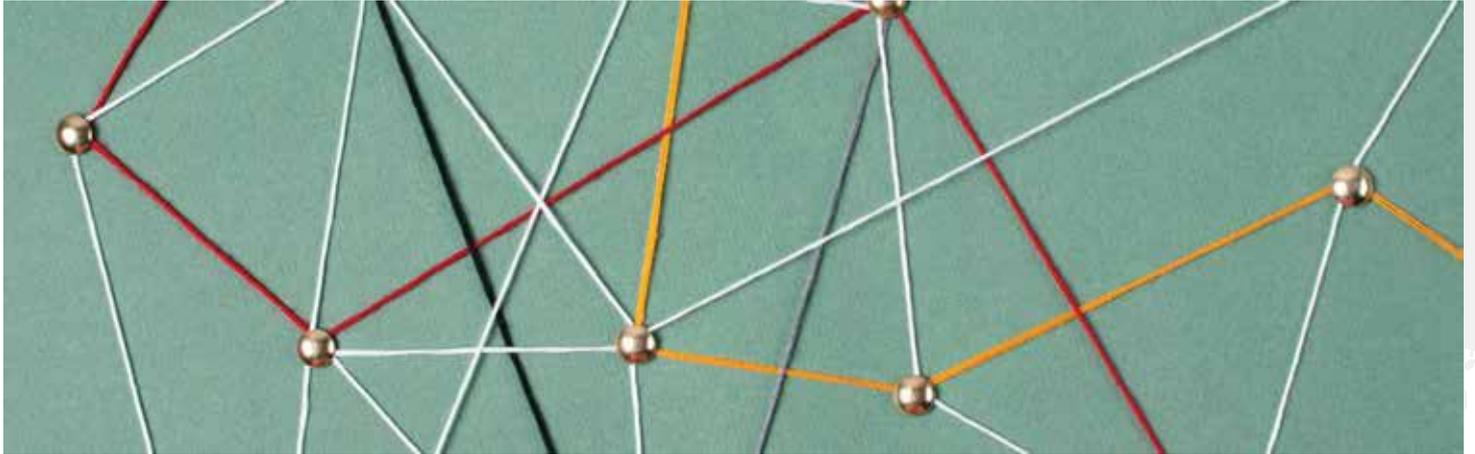
7.1. We protect the interests of all stakeholders

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

Our commitment to Corporate Governance is 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.

We are certified by the ISO 9001:2015 standard to help achieve our Quality Management System. It also serves as the backbone for several 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.

Furthermore, in 2023, to ensure the quality of our IT service management, we were certified by ISO/IEC 20000-1:2018, which is integral to our IT Service activities.

Certificate of Information Service Delivery Management ISO/IEC 20000-1:2018, TUV HELLAS (TUV NORD) — A.M. Certificate: 04323 0002

Think Ahead.

Our organizational structure

Figure 30: Organizational chart

7. 1. 2. Board of Directors

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

Name	Board of Directors
Dionisios Hintzidis	Executive Member, President & Chief Executive Officer
Andreas Tsangaris	Executive Member, Vice-president & Chief Technology Officer
Michail Melis	Non-executive Member, Vice-president &Management Consultant
Andreas Kiagias	Executive Member & Chief Financial Officer
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 reelected by the Extraordinary General Assembly on January 31, 2024, for a five-year term until 30/1/2029.

You can see more about the members at this link.

Board composition pertains to the structure and diversity of the Company's Board of Directors. A well-balanced board with diverse backgrounds and skills is essential for effective decision-making, risk management, and long-term sustainability, aligning with ESG principles.

Think Ahead.

KPIs	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Board Gender Composition: Males	5	5	5	0	0,00%
Board Gender Composition: Females	2	2	2	0	0,00%
Board Gender Composition: Other	0	0	0	0	0,00%
Board Gender Composition: % Males		71,43%	71,43%		0,00%
Board Gender Composition: % Females		28,57%	28,57%		0,00%
Board Gender Composition: % Other		0,00%	0,00%		0,00%
Board Age Composition: <30	0	0	0	0	0,00%
Board Age Composition: >=30 and <=50	1	1	1	0	0,00%
Board Age Composition: >50	6	6	6	0	0,00%
Board Age Composition: % <30		0,00%	0,00%		0,00%
Board Age Composition: % >=30 and <=50		14,29%	14,29%		0,00%
Board Age Composition: % >50		85,71%	85,71%		0,00%
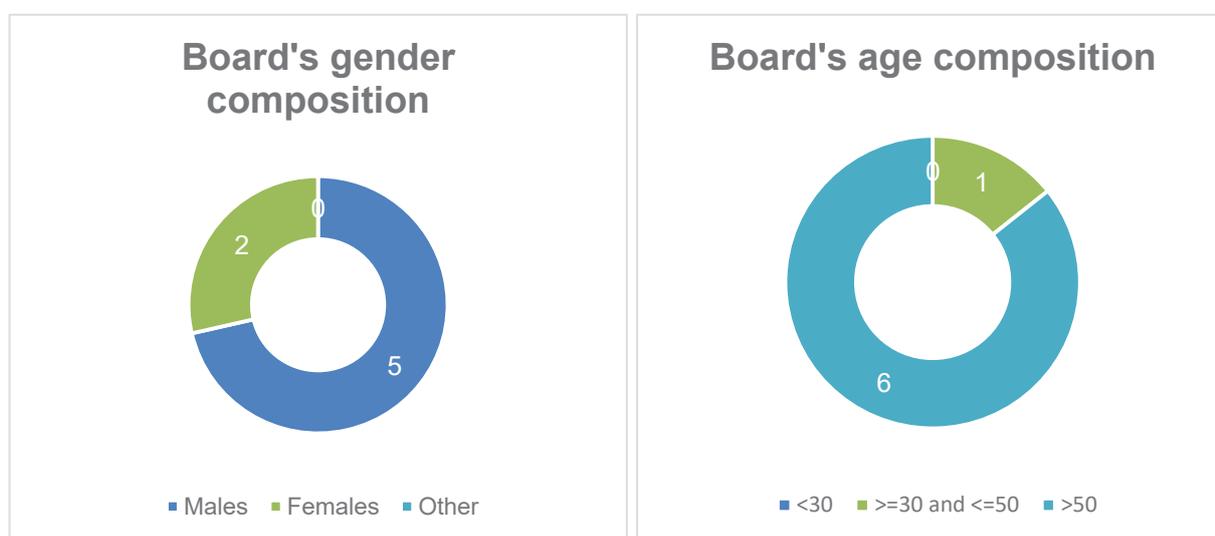
Figure 31: Board's gender and age composition

7.1.3. Board Committees

From 2023, we started preparing for corporate governance issues to introduce the Company to the Regulated Market of the Athens Stock Exchange, completed at the end of July 2024.

As part of our ongoing efforts to enhance the Company's internal organization, we established key entities in the first half of 2024. These include the Audit Committee, the Remuneration and Nominations Committee, the Internal Audit Unit, and the Risk Management Unit.

Also, the Company's statute was amended, which you can see in detail here, while the relevant operating regulations of the Committees and Units were approved. The following are available on the Company's website:

- Internal Operating Regulations of the Company
- Regulation of Operation of the Audit Committee
- Operating Regulations of the Remuneration and Nominations Committee

- Eligibility Policy for the Members of the Board of Directors,
- Remuneration Policy for the Members of the Board of Directors.

You can find more about our corporate governance on our website.

Think Ahead.

7. 2. Governance KPIs

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 Technologies, it is an integral part of our commitments and governance system and is modeled - and certified - according to ISO/IEC 27001:2022. Our policy protects private and other sensitive information from unauthorized access and ensures its confidentiality, integrity, and availability. Also, and importantly, it ensures compliance with regulatory and other governance requirements.

We want to point out that we have been certified with ISO 27001 since 2012, and ISO/IEC 27701: 2019 since 2023.

Certificate of Information Security Management System (ISMS) ISO/IEC 27001:2022 in conjunction with Privacy Information Management System (PIMS) ISO/IEC 27701:2019, TUV HELLAS (TUV NORD) – A.M. Certificate: 048 21 0032& 075 23 0008

Please read more about our Information Security Policy here.

For us and our clients, we have designed and operated 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 significantly impact its financial situation and operating results. In addition, managing cybersecurity attacks or breaches may require considerable Management involvement and resources.
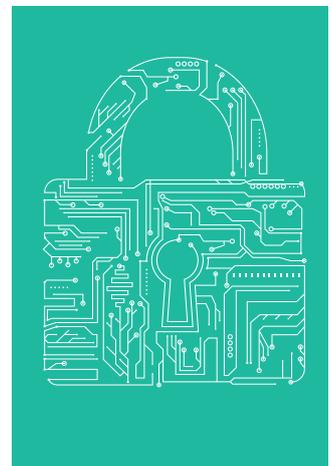
We provide a centralized operations center to help organizations identify, investigate, prioritize, and resolve issues that could affect the security of their critical infrastructure and data across their on-premises, cloud, and hybrid cloud critical infrastructure.

We offer real-time threat detection and incident response to any identified attack, along with insights on how the attack is 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 improvments 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 success of the business. Therefore, enterprises invest and take the appropriate precautions to protect it and make it 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 quickly and securely so the business can 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 dramatically. Database volumes double or triple 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 storage technology developments add new layers of complexity to rapidly evolving IT infrastructures.

There is an increasing need to consolidate backup operations and 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 is secure, safe, and available when we need it.

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

Since 2023, we are certified with ISO/IEC 27701:2019, a standard that provides guidelines for implementing a Privacy are 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/IEC 27701:2019, 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

KPIs	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Anti-corruption/Anti-bribery incidents		0	0	0	0,00%

Conducting our business honestly and ethically is crucial in maintaining our operating license, reputation, and responsible growth. We do not tolerate corrupt behaviors or bribery 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 Performance Technologies refrain from offering bribes or otherwise attempting to influence a decision-maker to obtain business or business advantage improperly.

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, could be perceived as a bribe, or even create the impression of impropriety.

01. Travel & Accommodation: the Company 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 Performance Technologies. Gifts should only be given on customary business and cultural occasions, and cash or cash equivalents must never be included.

03. Sponsorships: the Company 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: Performance Technologies 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.

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

Importance to Our Company	5.60
Importance to other Stakeholders	5.75

Our management team is committed to ensuring we can plan and act in the event of incidents and operational disruptions 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.
- Mitigating 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.

Think Ahead.

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 becoming a disaster.

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

» Identify 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 a long-term outage.

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

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

» Train the involved personnel in implementing 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 ISO 22301:2019 standard and is committed to continuous improvement.

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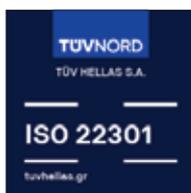
Certificate of Business Continuity Management System ISO 22301:2019, TUV HELLAS (TUV NORD) — A.M. Certificate: 054 21 0010

Please read more about our Business Continuity Policy here.

Compliance obligations

Importance to Our Company	5.52
Importance to other Stakeholders	5.87

Performance Technologies' shares began trading on the Athens Stock Exchange since September 2008, beginning in the Alternative Market and moving to the Main Market on July 31st, 2024. This move aimed atattracting more investors and implementing a more dynamic business plan for the coming years, while adding value to the share price. To achieve this milestone, during 2023 and 2024, our Company adapted to compliance obligations and regulations regarding corporate governance. In this direction, the Company transferred compliance responsibilities to an external Compliance Officer, the Company's legal advisor. This professional closely cooperates on compliance issues with the people responsible for the Company's various departments and business units.

Internally, Performance Technologies complies with all respective legislation and regulations, including employment and labor laws, environmental regulations, and health and safety regulations. Compliance with environmental, health, and safety regulations is also controlled within the scope of ISO 14001:2015 and ISO 45001:2018, with all the relevant procedures and processes in place.

As far as how we conduct our business is concerned, we take care of it, so we comply with antitrust and competition laws and export control and sanctions. The hardware products we import as part of our solutions meet the relevant regulations, and we respect the intellectual property rights of the software we and our customers use. In implementing our solutions and services, if we are doing any personal data processing, we strictly adhere to the General Data Protection Regulation and the relevant European and Greek legislation, taking all necessary measures to protect the privacy and the rights of our customers and employees.Lastly, we are watching for all recent regulatory compliance requirements such as DORA, NIS2, AI Act and the Greek Law 5164 for Sustainability Reports.

KPIs	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Non-compliance with laws and regulations		0	0	0	0,00%

During the last years, there were no incidents of incompliance with laws or regulations.

Business Ethics – Integrity

Importance to Our Company	5.42
Importance to other Stakeholders	5.83

Our Targets

Integrity, transparency, and responsibility characterize our business practices. Operating with a strong sense of integrity is critical to maintaining trust and credibility with our customers, partners, employees, shareholders, and other stakeholders. Trust and credibility require transparency and confidentiality to protect our client's business assets and data.

Every subsidiary and joint venture 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 Performance Technologies 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 whistleblowing channels that employees and/or third parties should utilize to report any breach or other alleged irregularities. For more information, see the Whistleblowing Policy in our Code of Ethics and Business Conduct.

Think Ahead.

Digital Transition & Innovation

Importance to Our Company	5.42
Importance to other Stakeholders	5.83

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

01. The first axis concerns creating attractive products and services for the market in which each of our customers moves. 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.

02. The second axis concerns the digital "state of the art" of an organization that defines what innovations it can realistically pursue. Performance Technologies helps its customers in this axis by contributing to two -main 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.

03. The third axis is the business, operational, and - of course - broader sustainability, both of the products and the overall operation of an organization. In this axis, Performance Technologies' 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 Technologies, 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 results of the solutions we provide.

7. 3. Governance practices

Policies and Business Conduct

KPIs	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024
Adopted Policies		10	10	0	0,00%

The adopted policies encompass the guidelines and rules the Company establishes to address potential issues. These policies are designed to guide behavior, promote ethical practices, and ensure compliance with legislation, contributing to the Company's commitment to sustainability and responsible corporate conduct.

Policy	Description
Anti-Corruption Bribery Policy	As described in our Code of Business Conduct, paragraph 8. available at www.performance.gr
Business Continuity Policy	PERFORMANCE TECHNOLOGIES management is committed to ensuring its ability to plan and act in the event of incidents and disruptions in order to be able to continue its mission at an acceptable and predetermined level. As part of this commitment, the group continuously reviews potential threats and the impact they may have on its operations, gathering and using the relevant information with a purpose: - Protecting the safety of employees with the highest priority. - Mitigating the risk related to the partial or total loss of business continuity. - Protecting the group's reputation. - The protection of the group's property. - To recover as quickly as possible in order to continue to meet the needs of its customers. For the above reasons it has: - Identified the resources and functions that will AVOID or reduce the risks and impacts of a disruptive event. (Effective crisis management by key personnel can prevent an incident from becoming a disaster). - Identify the personnel, resources, and functions necessary to manage or recover operations in the event of a disaster or critical incident. - Identify potential alternative locations that can be used to maintain business functions in the event of a disaster or loss of use of the primary facilities. - Identify business processes critical to operations and determine alternative procedures for continued support in the event of a long-term outage. - Identify the support and technology teams, key personnel, key functions, equipment, and schedules that would be necessary to recover critical business processes at an alternate location. - Design a plan to restore normal operations within predetermined timeframes following a disruptive event or disaster. - Train involved personnel in the implementation of Business Continuity Plans so that they are prepared and aware. To assist in achieving its objectives, the Group has established a Business Continuity Management System that meets the requirements of ISO 22301:2019 and is committed to improving it on a continuous basis.

Code Of Conduct Business	The Code of Ethics and Professional Conduct formulates the basic principles and values that govern the operation of PERFORMANCE TECHNOLOGIES S.A., and has been drafted with the aim of establishing guidelines for the Company's daily business conduct. The Company adopts principles and values and based on them establishes policies and implements detailed procedures to comply with their requirements. The Company is guided by the belief and advocates that a business must combine competitiveness and efficiency with adherence to ethical principles and responsibility. Achieving this objective requires the development of a framework of agreed principles and values that guide day-to-day behavior and practice. This framework defines our responsibilities towards all those who are affected - directly or indirectly - by the Company's business activities, so that its actions reflect its commitments to all stakeholders, shareholders, customers, employees and partners, and to society at large as a socially responsible organization.
Code Of Conduct Suppliers	As described in our Code of Business Conduct, paragraph 13. available at www.performance.gr
Data Privacy Policy	PERFORMANCE TECHNOLOGIES S.A. assures that the protection of the personal data of its customers is of primary importance. For this reason, appropriate measures are taken to protect the personal data processed and to ensure that the processing of personal data is always carried out in accordance with the obligations imposed by the legal framework, both by the Company itself and by third parties that process personal data on behalf of the Company. Our full Data Privacy Policy can be found on our website at Data Privacy Policy
Environmental Policy	Performance Technologies recognizes the importance of the environment for the development of the economy and society in general and is committed to contribute to its protection as well as to the conservation of natural resources and to addressing the risks arising from climate change. Our group also considers the environment to be a priority of paramount importance and has adopted and implements a policy of environmental protection that permeates its business. In particular, to achieve this objective, the Company is committed to: - To systematically monitor and implement the relevant Greek and Community legislation on the Environment, as well as other requirements relating to its activities. - The Company has all the required permits related to the protection of the Environment. - Identifies, analyses and evaluates environmental aspects, making continuous efforts to mitigate the adverse effects of its activities on the Environment, aiming to avoid or minimize environmental pollution.

	- It shall operate its facilities in a way that aims at saving natural resources. - It shall ensure the continuous education, training and motivation of its staff in order to make them environmentally aware and responsible. - It shall develop and implement Environmental Management Programs to minimize the environmental impact of its activities. - Periodically monitor the implementation of all measures and processes to ensure that they are as effective as possible. - It informs its contractors, suppliers and partners of its Environmental Policy and seeks their compliance with environmental protection issues from their activities when working with it. - Periodically assesses performance in achieving its environmental objectives in order to achieve continuous improvement.
Health Safety Policy	Performance Technologies Group's policy on Occupational Health and Safety is the continuous participation of all employees in the prevention of accidents, as well as the strict adherence to health and safety procedures. Recognizing the primarily social and secondarily economic dimension of accidents and occupational diseases, the Group's Management adopts this policy, through which it aims to: - Minimizing the risk of identified hazards, by implementing preventive systems and measures to control them and protect its employees and facilities. - Continuous control and monitoring to identify new potential hazards in its activities and immediate implementation of measures to reverse or minimize their risk. By satisfying the above conditions, the Group aims to eliminate, as far as reasonably possible, any potential risk and/or hazardous situation that may cause harm to human health. In order to achieve the above objectives, the Group is committed to: - providing the necessary leadership and guidance to ensure a healthy and safe working environment - Developing, installing and implementing a comprehensive Health & Safety Management System in accordance with ISO 45001:2018. - The appropriate and adequate training / awareness on health and safety of its staff through specific seminars and appropriate work instructions / procedures. - the continuous monitoring, documentation and evaluation of the Safety & Health conditions, as well as the review of this policy in order to continuously improve the level of safety - the allocation of the necessary resources and the provision of means to fulfil the above objectives that will promote safe working conditions and the efficient operation of the group - the prevention of accidents at work and occupational diseases

Human Rights Policy	As described in our Code of Business Conduct, paragraph 2. available at www.performance.gr
Information Security Policy	The aim of the Information Security Management System is to protect the information assets of the Group and its customers from all internal, external, intentional or unintentional threats. It also aims to protect the private - personal information of all interested members. The Group's individual objectives regarding Information Security and Privacy are: - Information including private - personal information is protected from any unauthorized access - To ensure the confidentiality of Information, including private - personal Information - The integrity of the Information, including private and personal information, is maintained - Maintain the availability of the Information, including private - personal information - Ensure compliance with legal requirements - Business Continuity Plans shall be developed, maintained and tested - Provide training on Information Security, including private and personal information, for all staff - All actual or suspected security incidents are reported to the DPO and fully investigated To achieve the above objectives, individual Security Policies and Procedures have been developed and implemented in accordance with ISO/IEC 27001:2022 and ISO/IEC 27701:2019, which outline all relevant staff responsibilities. All staff and external partners (when required) are required to implement the Security & Privacy Policies that fall within the scope of their activities. Management is committed to providing all necessary resources and means to implement this and the individual Security Policies.
Violence Harassment Policy	As described in our Code of Business Conduct, paragraph 10. available at www.performance.gr

Performance Technologies' ISO certifications demonstrate the Company's commitment to rigorously adhering to international standards, validating its policy implementation, and reinforcing its dedication to sustainable and responsible business practices.

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ISO 9001
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ISO 9001:2015
(Quality Management System)

TÜVNORD
TÜV HELLAS S.A.
ISO 14001
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ISO 14001:2015
(Environmental Management Systems)

TÜVNORD
TÜV HELLAS S.A.
ISO / IEC 20000
tuvhellas.gr

ISO/IEC 20000-1:2018
(Information Service Delivery Management)

TÜVNORD
TÜV HELLAS S.A.
ISO 22301
tuvhellas.gr

ISO 22301:2019
(Business Continuity Management)

TÜVNORD
TÜV HELLAS S.A.
ISO 27001
tuvhellas.gr

ISO/IEC 27001:2022
(Information Security Management System for Company Services)

TÜVNORD
TÜV HELLAS S.A.
ISO 27001
tuvhellas.gr

ISO/IEC 27701:2019
(Privacy Information Management)

TÜVNORD
TÜV HELLAS S.A.
ISO 45001
tuvhellas.gr

ISO 45001:2018
(Health and Safety at Work)

Think Ahead.

Risk management

To enhance the understanding and management of risks and opportunities in the business environment, Performance Technologies 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/IEC 27001:2022 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 Top Management, enabling a comprehensive and proactive approach to risk and opportunity management within Performance Technologies.

8. Summary and conclusion

Performance Technologies publishes its annual Sustainability Report, influenced by the GRI Standards 2021 and the ATHEX ESG Reporting Guide 2024 (Core Selection, detailed in the Table of Contents at the end of the report). The report also considers the Corporate Sustainability Reporting Directive (CSRD).

The 2024 Sustainability Report is addressed to all stakeholders, aiming to present the Company's performance in a transparent and comprehensive manner.

In May 2023, a materiality analysis was conducted to ensure the most accurate representation of stakeholder expectations and provide objective insights, upon which Sustainability Reports since 2022 were based upon. During 2025, we proceeded with a Double Materiality Assessment, which guided the identification of significant Impacts, Risks, and Opportunities (IROs) that influence both sustainability outcomes and financial performance and will be used for our next Sustainability Report.

The report was prepared by a specialized team, with content sourced from all departments across the Company, in collaboration with Dataphoria. As Greece's first Analytics-as-a-Service platform focused on sustainability, Dataphoria has been instrumental in helping us develop our ESG strategy and continuously collect, generate, and visualize essential sustainability data.

This report has been prepared without external assurance.

For any inquiries or comments, please contact:
Evangelia Papanikolaou
Associate Finance and Investor Relations,
ESG Practitioner

esg@performance.gr

+30 6988205711

Key Performance Indicators (KPIs) per ESG pillar:

Category	KPIs	2022	2023	2024	Difference 2023-2024	% Difference 2023-2024	Target for 2025	Target for 2026	Target for 2030	GRI	Athex	Page number
E	Total Energy Consumption (KWh)	109.966,59	100.949,57	110.280,67	9.331,10	9,24%				302-1	C-E3	25-26
E	Total Energy Consumption Reduction (KWh)		9.017,02	-9.331,10						302-4	C-E3	25-26
E	Non-renewables (KWh)	52.803,51	49.646,69	41.506,61	-8.140,08	-16,40%						25-26
E	Renewables (KWh)	57.163,08	51.302,88	68.774,06	17.471,18	34,05%						25-26
E	Total Energy Consumption Intensity (KWh per employee)	678,81	525,78	437,62	-88,16	-16,77%				302-3	C-E3	25-26
E	Water consumed (m³)	275,46	315,78	476,17	160,39	50,79%				303-5	SS-E3	27
E	Water consumed Intensity (m³ per employee)	1,70	1,64	1,89	0,24	14,89%						27
E	Waste disposed (lt)		38.512,00	44.300,00	5.788,00	15,03%				306-5	A-E3	28-29
E	Recycled waste volume (lt)		5.207,00	6.450,00	1.243,00	23,87%				306-4	A-E3	28-29
E	Recycled Plastic (lt)		360,00	1.660,00	1.300,00	361,11%				306-4	A-E3	28-29
E	Recycled Metal (lt)		272,00	445,00	173,00	63,60%				306-4	A-E3	28-29
E	Recycled Compost (lt)		0,00	0,00	0,00	0,00%				306-4	A-E3	28-29
E	Recycled Paper (lt)		4.575,00	4.345,00	-230,00	-5,03%				306-4	A-E3	28-29
E	Total E-Waste Recycled (Kg)	661,00	12,00	10,00	-2,00	-16,67%				306-4	A-E3	28-29
E	Recycled Batteries (Kg)	31,00	12,00	10,00	-2,00	-16,67%				306-4	A-E3	28-29
E	Recycled Electronics (Kg)	630,00	0,00	0,00	0,00	0,00%				306-4	A-E3	28-29
E	Scope 1 Emissions (tons CO2-eq)	0,00	0,00	27,47	27,47	100,00%	-4%		-30%	305-1	C-E1	30-32
E	Scope 2 Emissions (tons CO2-eq)	58,66	47,87	30,04	-17,84	-37,26%	-4%			305-2	C-E2	30-32
E	Scope 3 Emissions (tons CO2-eq)			838,05			-4%					30-32
E	*Employee commuting (tons CO2-eq)*			*96,98*					-20%			30-32
E	*Business travel (tons CO2-eq)*			*50,85*								30-32
E	*Purchased goods (tons CO2-eq)*			*86,98*								30-32
E	*Purchased capital goods (tons CO2-eq)*			*288,81*					-25%			30-32
E	*Waste (tons CO2-eq)*			*24,39*								30-32
E	*Purchased services (tons CO2-eq)*			*206,07*								30-32
E	*Special emissions (cloud and software services) (tons CO2-eq)*			*83,97*					-20%			30-32
E	Combustion cars	68%	65%	51%								34
E	Electric cars	0%	2%	2%								34
E	Plug-in Hybrid cars	32%	33%	47%				60%				34
S	Total Employees	162	192	252	60	31,25%						36-38
S	Direct employees	156	187	247	60	32,09%						36-38
S	Indirect employees	6	5	5	0	0,00%						36-38
S	New hires		45	76	31	68,89%				401-1	C-S4	36-38
S	Voluntary turnover (%)	3,09%	3,70%	7,80%		4,10%				401-1	C-S4	36-38
S	Compulsory turnover (%)	1,85%	3,70%	1,40%		-2,30%				401-1	C-S4	36-38
S	Severe Human Rights Violations		0	0	0	0,00%						39
S	Incidents of Discrimination		0	0	0	0,00%				406-1		39
S	Employees Signed Code of Conduct (%)		100%	100%		0,00%						39
S	Males	125	145	195	50	34,48%						41-42
S	Females	37	47	57	10	21,28%						41-42
S	Other	0	0	0	0	0,00%						41-42
S	% Male Employees	77,16%	75,52%	77,38%		1,86%				405-1		41-42
S	% Female Employees	22,84%	24,48%	22,62%		-1,86%				405-1	C-S2	41-42
S	% Other Employees	0,00%	0,00%	0,00%		0,00%				405-1		41-42
S	<30 years		46	60	14	30,43%						41-42
S	30 - 50 years		112	145	33	29,46%						41-42
S	>50 years		34	47	13	38,24%						41-42
S	<30 years (%)		23,96%	23,81%		-0,15%				405-1		41-42
S	30 - 50 years (%)		58,33%	57,54%		-0,79%				405-1		41-42
S	>50 years (%)		17,71%	18,65%		0,94%				405-1		41-42
S	Total People in Management Positions	18	18	21	3	16,67%						41-42
S	Management Males	16	14	17	3	21,43%						41-42
S	Management Females	2	4	4	0	0,00%						41-42
S	Management Other	0	0	0	0	0,00%						41-42
S	% Management Males		77,78%	80,95%		3,17%				405-1		41-42
S	% Management Females		22,22%	19,05%		-3,17%				405-1	C-S3	41-42
S	% Management Other		0,00%	0,00%		0,00%				405-1		41-42
S	Total training hours on health and safety	-	-	130,00						403-5	SS-S6	44-45

S	Training hours on health & safety per employee		0,00	0,52	0,52	100,00%					403-5	SS-S6	44-45
S	Fatalities from work	0	0	0	0	0,00%					403-9	SS-S6	44-45
S	Cases of work-related ill health	0	0	0	0	0,00%							44-45
S	Work-related accidents	0	0	0	0	0,00%					403-9	SS-S6	44-45
S	Days lost to injuries and fatalities	0	0	0	0	0,00%					403-9	SS-S6	44-45
S	Training Hours per Employee	12,35	14,08	24,23	10,15	72,08%					404-1	C-S5	47-48
S	Training Costs (Euros)	79.764,29	107.836,25	185.559,80	77.723,55	72,08%						A-S2	47-48
S	Customer complaints	0	0	0	0	0,00%					418-1	SS-S9	48-49
S	Customers' satisfaction %	93,00%	95,00%	94,39%	-0,61%	-0,64%						SS-S8	48-49
S	Customers signed NDA	100,00%	100,00%	100,00%	0,00%	0,00%							48-49
S	Employees signed NDA	100,00%	100,00%	100,00%	0,00%	0,00%							48-49
S	Total Sponsorships and Donations (in Euros)	5.000,00	35.300,00	73.780,00	38.480,00	109,01%							48-49
S	*Top Collaboration 1: Traditional Products of Small Producers of Evros*		19.600,00										48-49
S	*Top Collaboration 2: Optimum Yacht Racing Team*		6.000,00										48-49
S	*Top Collaboration 3: Floods In Thessaly and Evia*		4.100,00										48-49
S	*Top Collaboration 4: Chara Center for Special People*		1.800,00										48-49
S	*Top Collaboration 5: "The Other Human" Social Kitchen*		1.800,00										48-49
S	*Top Collaboration 1: International Robotics Olympiad (IRO)*			50.000,00									48-49
S	*Top Collaboration 2: Optimum Sailing Academy*			8.000,00									48-49
S	*Top Collaboration 3: Act of Love*			5.000,00									48-49
G	Board Gender Composition: Males	5	5	5	0	0,00%							54
G	Board Gender Composition: Females	2	2	2	0	0,00%							54
G	Board Gender Composition: Other	0	0	0	0	0,00%							54
G	Board Gender Composition: % Males		71,43%	71,43%		0,00%					405-1	C-G1	54
G	Board Gender Composition: % Females		28,57%	28,57%		0,00%					405-1	C-G1	54
G	Board Gender Composition: % Other		0,00%	0,00%		0,00%					405-1	C-G1	54
G	Board Age Composition: <30	0	0	0	0	0,00%							54
G	Board Age Composition: >=30 and <=50	1	1	1	0	0,00%							54
G	Board Age Composition: >50	6	6	6	0	0,00%							54
G	Board Age Composition: % <30		0,00%	0,00%		0,00%					405-1	C-G1	54
G	Board Age Composition: % >=30 and <=50		14,29%	14,29%		0,00%					405-1	C-G1	54
G	Board Age Composition: % >50		85,71%	85,71%		0,00%					405-1	C-G1	54
G	Anti-corruption / Anti-bribery incidents		0	0	0	0,00%							57
G	Non-compliance with laws and regulations		0	0	0	0,00%							60
G	Adopted Policies		10	10	0	0,00%							62-66

ID SIGN

Think Ahead.