Introduction

PECB is a fast growing company that aims to expand the range of services and products it offers, by having confident, competent, trustworthy, and competitive individuals join its team. Thus, PECB strives to maintain a culture where care and thoughtfulness is expressed for each other, while working together to find new means of improving and sustaining the perception of our brand both internally and externally.

Our employees are constantly encouraged to raise questions and concerns, and discuss matters that increase the quality of our services and products. Based on their merits, PECB rewards its employees by providing career advancement opportunities.

At PECB, employees have one thing in common, and that is the dedication to work systematically in delivering on our mission and vision. We encourage our employees to stretch beyond their roles by continuously providing them with the necessary resources to effectively and efficiently help them reach their potential, while contributing to our collective success.

PECB has its own established rules and polices that facilitate the path towards the fulfillment of its objectives, while ensuring that only the best products and services are delivered globally.
About PECB

PECB is a certification body for persons, management systems, and products on a wide range of international standards. As a global provider of training, examination, audit, and certification services, PECB offers its expertise on multiple fields, including but not limited to Information Security, IT, Business Continuity, Service Management, Quality Management Systems, Risk & Management, Health, Safety, and Environment.

We help professionals and organizations to show commitment and competence by providing them with education, evaluation and certification services against rigorous, internationally recognized standards. Our mission is to provide our clients with comprehensive services that inspire trust, continual improvement, demonstrate recognition, and benefit society as a whole.

Mission

Our mission is to provide our clients with comprehensive examination and certification services that inspire trust and benefit the society as a whole.

Vision

Our vision is to become the global benchmark for the provision of professional certification services.

Values

Integrity, Professionalism, Fairness

Slogan

Beyond Recognition
1. Core Beliefs

As it is reflected from our vision, PECB is a highly ambitious company that seeks to reach the highest levels of success. This is portrayed by the commitment we demonstrate in all services we provide, and throughout our daily operations.

We truly believe that we can improve the way the world learns, by delivering proper educational services and providing international recognition to individuals’ competencies and skills on various fields. As we aim to improve lives through learning, we deliver services that create opportunities for better jobs and lifestyle, growth of business beyond borders, and improved reputation.

A leading education and recognition is essential in today’s dynamic and ever changing world. By creating qualitative content and services, and sharing knowledge and invaluable information which is easily accessible and affordable, we have proved to be an important success catalyzer for many of our clients and partners.

A better education and recognition is essential in today’s modern world. Having a partner that can support you to be even more successful is invaluable. This goes beyond our “when recognition matters” slogan. We believe that this goes beyond recognition...
Values

PECB offers a welcoming work environment, where colleagues and well-equipped workspace contribute to making new employees feel part of the team during their very first days at PECB.

Employees become a key success factor by applying their knowledge and skills into reaching the company’s goals. The real company values as opposed to the nice sounding values are better reflected by the individuals that get rewarded, promoted, or the ones that are let go.

A large number of individuals have grown to understand that best practices and methodologies for specific fields really do exist. The employees become a key success factor by applying their knowledge and skills into reaching the goals of their company.

PECB’s core values serve as a guide when interacting with one-another and performing our daily activities.

PECB takes pride on promoting:

1. Customer satisfaction
2. Fast learning environment
3. Professionalism
4. Equality
5. Honesty
6. Curiosity
7. Passion
8. Teamwork and integration
9. Accountability
10. Innovation and creativity
1.1 Customer satisfaction

"Every company’s greatest assets are its customers because without customers there is no company."

— Michael LeBoeuf —

Meeting customer’s needs and surpassing their expectations is our top priority. Here at PECB, we strive to continuously provide our customers with qualitative products and services that retain their loyalty. We make sure to offer our customers products and services that portray our credibility, professionalism, integrity, reliability and precision.

At PECB, we always aim to engage in activities that help us be informed on what is affecting the educational and professional needs of our network. We want to ensure that our training courses are tailored to meet the needs of our network members, and support their professional success.

We make sure that all of our personnel hold professional credentials and are constantly trained and monitored to ensure satisfactory outcomes for our clients. It is essential to prove compliance to a particular standard, to ensure the fulfillment of principles and requirements, consistency and impartiality of certification and audit of management systems services.

PECB is flexible and can customize training courses to meet partners’ training schedule. We make sure to offer our clients the best accurate, credible and practical services. That is why PECB has always placed emphasis on establishing procedures that help maintain professionalism. Designing products and services that offer professionals the opportunity to enhance their competencies by following field-proven best practices is a constant aim of PECB. As we offer incentives to constantly improve skills and knowledge, we help our clients and partners throughout the world unlock their potential.

All PECB employees are dedicated to provide the best quality of our products and service to our network.
1.2 Fast learning environment

“Continuous improvement is better than delayed perfection.”
— Mark Twain —

The fast acquisition skills are highly demanded in today’s work environment. PECB encourages a learning culture that demands continuous improvements on the efficiency of our everyday tasks. Quick learning skills are necessary to smoothly integrate into a new and very dynamic work environment.

We take pride in having established a highly supportive workplace, where new and existing employees are trained and prepared for the tasks they are responsible for.

Through the training sessions, our employees get a better understanding of their roles and responsibilities, as well as what they are held accountable for. This contributes to employees’ confidence enhancement, which in turn improves their overall performance.

Onboarding training is the first step of effectively integrating a new employee into our organization. Our employees are offered the chance to make use of online platforms to become more competent regarding their duties and responsibilities.

PECB as a company is growing at a fast-pace every day, and employees are often required to quickly grasp new things and concepts; thus, the fast learning skill is one of the soft skills we are looking for in new employees. It is the employee’s responsibility to take initiatives and express interest in acquiring additional knowledge and competencies that are directly or indirectly related to his/her position.

We always keep our employees engaged at work by providing interesting training programs, and future development events that are fun and challenging to them.
1.3 Professionalism

“A professional is someone who can do his/her best work when he/she doesn’t feel like it.”
—— Alistair Cooke ——

We promise Excellence, Competence, and Recognition. Constant qualitative service(s), continual pursue for perfection, and no compromise to un-professional service(s) are the norms we subscribe to.

We expect employees to embrace professionalism as their core value, which is reflected in how they act and the results they deliver. Professionalism is knowing how to do it, when you do it, and actually doing it. All PECB employees are always responsible for how they act no matter how they feel.

PECB is also committed to a positive and professional environment where all employees are treated with respect, dignity, and professionalism.
1.4 Equality

“Diversity is the mix. Inclusion is making the mix work.”

— Andres Tapia —

The PECB team is comprised of employees with varying and unique backgrounds and experiences. One of the core values at PECB is that everyone is treated with respect and dignity. Every PECB employee is equal and discrimination based on any attribute is strictly forbidden.

At PECB, different talented individuals, with varying personal interests, are found working towards a common goal. We affirm and promote the full participation of all individuals in activities and endeavors without regard to race, ethnicity, gender, age, religion, etc. Inclusion is a state of being respected and supported.

PECB encourages workforce diversity, and seeks to build a culture where differences as well as similarities of the individuals are appreciated.

We make sure that everyone always feels comfortable and excited to share their ideas and feedback to help everyone become their best-self. PECB strives to create an environment that encourages a transparent and open communication. Our vision is to maintain an open and friendly environment which inspires individuals to share their talent, ideas, and concerns.

PECB has established and continues to promote an open communication culture where employees feel free to discuss potential challenges and obstacles with among each other. Transparency showed by leaders facilitates trust enhancement, faster problem solving, and improved performance.

Principles of openness and transparency at PECB include:

- Creating an environment that promotes and supports active participation.
- Responding to enquiries from stakeholders in time, and providing access to accurate information about PECB, and its mission.
- Establishing rules, procedures, and policies that are simple, clear, and straightforward (not discretionary, nor susceptible to different interpretations).
- Fair and consistent application of rules, procedures, and policies.
1.5 Honesty

“An organization, no matter how well designed, is only as good as the people who live and work in it.”

— Dee Hock —

Honesty in the workplace needs to be encouraged and inspired by leaders and colleagues, as in the eyes of many, it is the corporate’s cornerstone. In our environment honesty has built foundations of trust within our colleagues and customers. Honesty strengthens teambuilding and improves morale, innovation and productivity. The cost of dishonesty is high, and it diminishes the faith our clients and partners have in the way we do business.

PECB strives to create an environment of respect and reliability, where accountability and responsibility are encouraged. Individuals, therefore, are responsible for the approaches taken towards the duties, challenges, and conversations with coworkers.

An employee who is honest with him/herself can identify his/her weaknesses and is, therefore, able to improve his/her performance. Therefore, being honest and trustworthy is one of the most important values that we at PECB look for.
1.6 Curiosity

“We keep moving forward, opening new doors, and doing new things, because we’re curious and curiosity keeps leading us down new paths.”

— Walt Disney —

Here at PECB, we truly believe that great minds are curious. While we provide means through which our employees can indulge their curiosity, every PECB employee must be persistent in taking every opportunity for learning and introducing new ideas in the working environment.

By having an insatiable curiosity and demonstrating the will to constantly improve, you will:

- Build better customer relationships
- Increase your business acumen
- Improve your negotiation skills

Curiosity allows us to challenge ourselves, expand knowledge, and acquire the skills that make us lead rather than follow the crowd. In business, curiosity is more than a powerful character trait; it is crucial to success. In PECB we have a strong desire to know more, and by learning it makes us better in what we do.

Employees at PECB are encouraged to be part of decision making and bring new perspectives along with fresh ideas to management.
1.7 Passion

“The only way to do great work is to love what you do.”

— Steve Jobs —

We at PECB stand up for what we believe in, and we will go the extra mile if needed. We encourage and support work passion and try to keep that passion alive by intensifying it every day.

For us, an employee who pays attention to the “What”, “Why” and “How” of our strategies and tactics, is the passionate employee that we are looking for.

Passion for work is expressed by:

- Being open and supportive towards new ideas and challenges
- Performing duties with purpose and pride
- Being active at the meeting and making suggestions
- Supporting management, team members, company goals, and vision
- Contributing to decision-making processes
- Performing at a higher level, and getting the job done
- Possessing personal fortitude and a thirst for continual learning and improvement
1.8 Teamwork and integration

“The achievements of an organization are the results of the combined effort of each individual.”

— Vince Lombardi —

At PECB we work together to increase the employee’s efficiency in order to achieve our common goal. We allow employees to take greater responsibilities for decision making, and team members to take more control of the work process.

Teamwork can lead to incredible, highly valuable ideas. At PECB, we create a favorable teamwork environment by taking care of our employees and providing them with all the necessary tools to effectively perform their tasks.

There are functions that can be done individually, however being a team player and having a positive attitude is essential to have a future at PECB.

“Coming together is a beginning. Keeping together is progress. Working together is success.”

— Henry Ford —

Throughout the learning process, each person is integrated with the PECB’s working environment. Current employees are encouraged to help newcomers by integrating and welcoming them to the new environment.

When we talk about integration, we think of an organizational environment that allows people with different backgrounds, mindsets, and ways of thinking to work effectively together and perform to their highest potential in order to achieve PECB’s objectives.

At PECB, our value of integration means that:

- We have the tools and the talented team available to help you feel comfortable doing your job.
- We approach our work with professionalism.
- We say what we mean and we mean what we say.
- You can count on us to help you achieve your goals.
1.9 Accountability

“Accountability is a statement of personal promise, both to yourself and to the people around you, to deliver specific defined results.”

— Brian Dive —

Knowing that an employee is accountable for their performance will boost other employee’s morale and productivity in the workplace. We expect all employees to be held accountable for the processes and tasks they own.

Making mistakes is something that can happen to anyone. However, each employee must embrace the mistake, learn from it, and become determined to never repeat it again.

Accountability refers to the systems that organizations develop to maintain and strengthen trust and confidence among stakeholders. A system of policies and procedures, for instance, is designed to present the expectations and responsibilities within an organization. Other systems may be employed to measure the progress towards the achievement of goals and objectives or ensure that particular standards of excellence are met.

Lack of accountability tends to reduce credibility, and it undermines us the capacity to sustain the confidence needed for growth.

We have built trust with our clients, thus, preserving the strength and enhancing the relationship with various stakeholders is a must for PECB. This can be achieved only by operating in a manner that values confidence and continued trust.
1.10 Innovation and creativity

“What we’ve done to encourage innovation is make it ordinary.”
— Craig Wynett —

Innovation is the process of translating ideas into practical useful services and products. A supportive environment that facilitates the flow of ideas in the workplace, and a staff that displays creativity on a daily basis, are the main ingredients of a sustained business success.

We live in a dynamic world where new ideas are modified, adjusted, and introduced every minute. However, we strongly believe that if we pay attention to the world around us, and interconnect these developments with our business, we might create innovative ideas that place our organization at a competitive edge.

While maintaining the original operations, we come up with new ideas, products, and services for our clients, and that is how we not only meet their expectations but exceed them.

We all take smart risks, informed decisions, think ahead, and love the satisfaction that comes with day to day duties and responsibilities.

PECB promotes an environment that encourages all employees to collaborate on ideas that lead to innovation.
2. Onboarding

For our new employees, we provide the Onboarding Training Plan, which aims to help new employees get acquainted with PECB and be operational as soon as possible.

The detailed onboarding plan covers topics such as: PECB trainings, rules and regulations, different soft skills, technical tips and tricks, and emergency plan training, etc.

The onboarding plan consists of various training courses and activities whose objective is to help new employees get acquainted with PECB and be operational as soon as possible. The entire onboarding process lasts two weeks, and consists of the following activities:

- Meet and greet PECB team
- Finish paper work
- Orientation Training
- IT Essentials Training 3 Modules:
  - MS Office Package
  - Internet Resources
  - Information Security
  - Using PECB Tools and Platforms
- Business Communication Training
- Customer Satisfaction Training
- Getting familiar with Policies and Procedures
- Training and coaching by Supervisor on duties and tasks
- Support by co-workers with the functions and assigned responsibilities
3. Our Strategy and Expectations

Through our core values we have established an environment that enables us to successfully work together towards fulfilling the organization’s mission and vision, and constantly help employees achieve their professional goals.

It is expected that all employees respect the internal PECB rules and polices, and performs their day to day tasks with the highest professionalism and commitment.

Here at PECB, we encourage team work, where new and existing employees are expected to support coworkers, and constantly keep open communication with each other. When an employee works well with others, it makes the workplace better for everyone. For this reason, the ability to work in a team is a highly desired skill.

Working in a fast paced environment such as PECB, it is expected that you understand directions delivered in either verbal or written form, and act accordingly to provide a timely response. PECB expects its employees to be reliable by being punctual and following through on commitments. Accountability at PECB ensures that we deliver according to our quality policies. Therefore, the employee’s attention to detail is something we expect. Positive attitude is something that a new team member should have. This will help other team members get through difficult situations together.

Finally, PECB expects its employees to show commitment towards organizational goals while being an active part of our growth and success. We also expect the employees to come forward with ideas, suggestion for improvements, and practical tips. Whenever our culture and values are not respected, we expect employees to raise their voice and inform Supervisors and Top Management so that the overall satisfaction is maintained.

We are happy to welcome everyone who possess these values and wants to become part of the PECB family.
NOTE: This part is for internal purposes only.

### Revision History

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<th>Version</th>
<th>Change description</th>
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