

EVALUESERVE

Sustainability Report Highlights 2024

October 2025



Our ESG Vision

ESG Vision



We aim to redefine success by embedding environmental, social, and governance (ESG) principles at the heart of our operations. We are focused on nurturing people and protecting the planet through dedicated environmental initiatives, transformative social programs, and robust governance practices.

We strive to



Adopt environmentally conscious practices to mitigate climate risks.



Operate with the highest levels of integrity and ethics, in alignment with our core values.



Ensure fair treatment for every individual and provide equal access to opportunities.



Align our strategies with internationally recognized frameworks to ensure that our efforts are not only impactful but also measurable and transparent.



Foster an inclusive society by making a positive impact on underserved communities.



Empower our clients by offering sustainable solutions

In 2024, we undertook many projects and initiatives to reduce our environmental footprint, support community development, and foster a culture of integrity and transparency within our organization.



“We prioritize the ESG principles and are committed to reducing our environmental impact, promoting social responsibility, and upholding good governance. We aim to deliver value to our clients and make a positive impact on society and the environment by adhering to the ESG principles.”



Tal Volok

Chief Sustainability Officer (CSO),
Evalueserve

Awards and Recognitions

Compromiso Migrante Seal (Evalueserve Chile), Diversity and Inclusion Award from Chilean Government in 2024.

Silver medal under EcoVadis Sustainability Assessment 2024, based on current sustainability performance and practices.

C (Disclosure Level) in the SME category of CDP

UNGC CoP disclosure for last two years

50 Best Firms for Data Scientists to Work by AIM, 2024

Sustainability Leadership Award by DMA and AIMA

Everest Group Lending Services Operations PEAK Matrix, 2024

Leader award: PeMA Gen AI Service Providers by AIM

Strong Performer Award by Forrester Wave™: Customer Analytics Service Providers Landscape, 2024

Strong Performer Award by Forrester Wave™: Knowledge Management Wave, 2024

Data Analytics Service Providers award by ISG

Advisory Solution of the Year award at the Private Equity Wire® European Emerging Manager Awards 2024



Awards and Recognitions

Category Leader in Credit Portfolio Management by Chartis Research

Lending Awards: Best Technology Partner 2024 by Credit strategy

Best Digital Solution Provider - LendTech at the 2024 Banking Tech Awards for Spreadsmart! by Fintech Futures

Category Leader award: Chartis Research's Credit Lending Operations 2024

Our CFO awarded with CFO100 Programme, 2024

RiskTech Credit Risk Management Solutions 2024 by Chartis Research

Model Validation Tool Category Award Chartis RiskTech100® 2024 award

Category Award for Model Validation Tools and Accelerators in 2024 Chartis QuantTech50

PeMa Quadrant for Generative AI Service Providers award 2024 by AIM

Strong Performer Award by The Forrester Wave™: Market And Competitive Intelligence Platforms, 2024

Category Leader in Chartis Research's RiskTech Model Risk Management 2024

A Grade Rating in Security Scorecard (External cybersecurity posture)



Best Technology Partner



Sustainability Highlights

142205.59

Units of Renewable energy used

970

lives touched directly through corporate responsibilities

37.65%

Suppliers connected through supplier engagement program (India, Chile, China and Romania)

4400+

Employees

Approx **9%**

Decrease in GHG emission from 2023 (Scope 1 and 2)

4 of our sites are energy rating certified

Evalueserve is signatory to UN Global Compact

Advanced level in CDP SME category

Evalueserve has been awarded the Silver Medal in EcoVadis which positions us in top **15%** of the companies evaluated by them.

Female Representation

20% of women on board

38% Company wide

21% of women at management level

82

Global employee engagement / Satisfaction score

100%

Romanian employees are covered by collective labor agreement as per the law

1,74,751

Total training hours

Alignment with Sustainable Development Goals (SDGs)

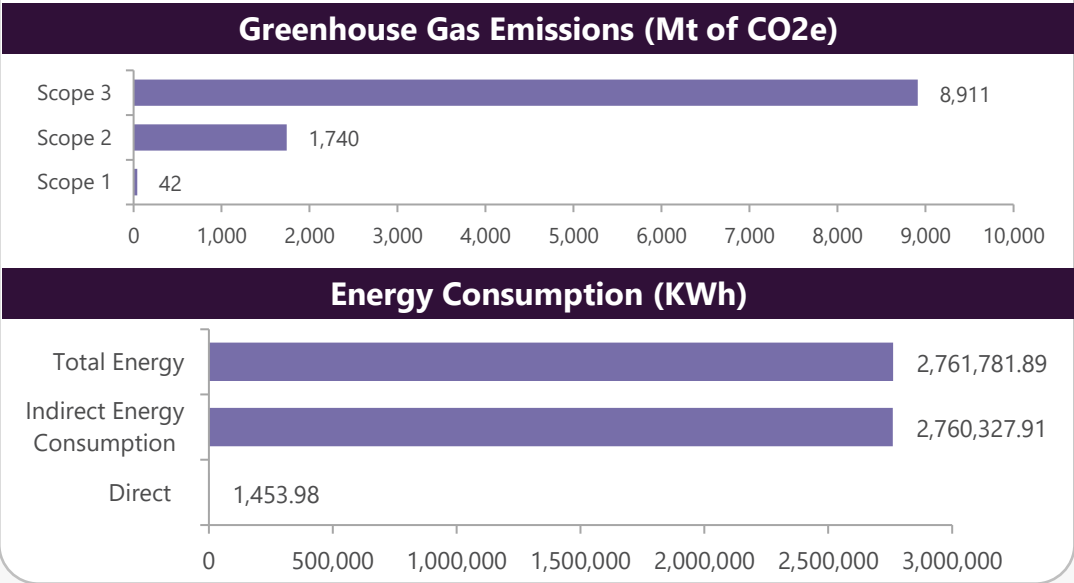
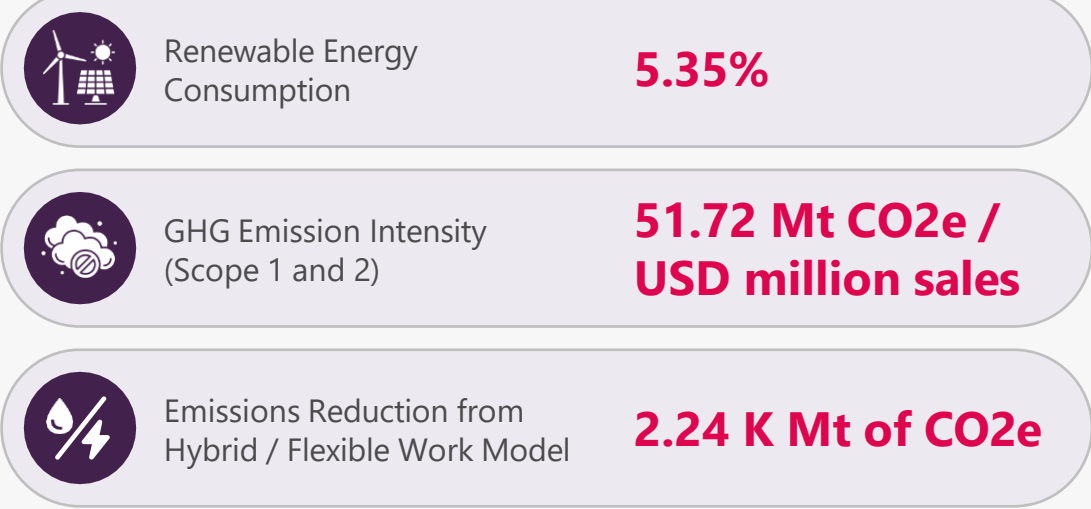
Our initiatives are closely aligned with the UNSDGs. By promoting sustainable practices and innovative solutions, we directly focus on these goals to create a larger impact.



Paving the Way to a Sustainable Future with Environmental Initiatives

- We have adopted a comprehensive policy that serves as the fundamental pillar of our commitment to environmental conservation.
- We have a strong dedication to practices aimed at conserving energy and water, minimizing GHG emissions, and managing waste.
- Our offices are certified with energy ratings such as LEED Gold, BREEAM Excellent, and IGBC Platinum.
- We dispose of e-waste responsibly through authorized recyclers.
- We have witnessed about 8.98% decline in emissions as compared with last year.

2024 Highlights: Energy Efficiency and Conservation



While we operate across several locations, energy efficiency has been accounted for Chile, China, the US, India, Romania, Switzerland, and Germany.

*Scope 3 emissions are categorized as purchased goods and services (2520 tCO₂e), capital goods (256 tCO₂e), business travel (1212 tCO₂e), employee commuting (4916 tCO₂e), Fuel and Energy related activities (8 tCO₂e) , Waste generated in operations (0.39 tCO₂e) (2,375 tCO₂e), Upstream Transportation and Distribution (0 tCO₂e) and Upstream Leased Asset (0 tCO₂e)

Building a Better Future: People, Policies, and Programs

Our programs and policies are a testament of our cultural values, designed to create an environment that empowers our people to perform efficiently. By fostering a supportive and inclusive workplace, we ensure that every team member has the resources and opportunities needed to excel and contribute to our collective success.



Occupational Health and Safety (OH&S) Policy

This policy focuses on developing, creating, and maintaining health, safety, and environmental awareness across the company. It covers all the necessary safety measures needed to prevent injuries and health concerns of our employees, contractors, visitors, and clients. Evalueserve also endeavors to maintain a healthy environment and prevent any damage or loss of property, equipment, etc. Our aim is to create an incident- and injury-free workplace –all our employees play a role in achieving this aim by taking care of their own as well as others’ health and safety.

Talent Development Policy

Evalueserve’s talent development policy is dedicated to fostering the growth and success of our employees. Our comprehensive learning and development programs, clear career pathways, and robust performance management practices empower our workforce to achieve their full potential.

Collective Bargaining

At Evalueserve, we uphold the principle of freedom of association for our employees. During the year 2024-159 employees in Romania were affiliated with an independent trade union or covered by a collective bargaining agreement. We actively support our employee's engagement in formal elections to appoint an employee representative. This initiative is designed to empower our workforce by enabling them to directly influence organizational matters. Through elected representatives, employees can advocate for their interests, contribute to decision making processes, and cultivate a collaborative work environment.

Modern Slavery Statement

Evalueserve prohibits the use of all forms of forced labor, including involuntary prison labor, contract labor, bonded labor, military labor, slave labor, modern slavery, and any form of human trafficking. Our comprehensive modern slavery statement outlines our efforts and initiatives to combat these issues.

Prevention of Sexual Harassment (POSH) Policy

POSH reflects Evalueserve’s commitment to safeguarding employees’ rights against sexual harassment. Any instance of such harassment, whether at the workplace or in any environment connected to employment, is treated with zero tolerance.

Diversity, Equity and Inclusion Policy

Evalueserve’s Diversity, Equity, and Inclusion (DEI) Policy lays the groundwork for an inclusive work environment that celebrates diversity and champions equality. It is aligned with Evalueserve’s principle of treating everyone with respect and dignity, encouraging diversity and diverse opinions, promoting equal opportunities for all, and upholding an inclusive and ethical work environment.

Talent Acquisition Policy

Evalueserve’s Talent Acquisition policy is designed to attract and retain the best talent while upholding our commitment to diversity, equity and inclusion. We strive to attract and retain top talent through a rigorous and inclusive recruitment process that values fairness and transparency.

Human Rights Policy

Evalueserve is committed to upholding fundamental human rights in line with international principles, including the International Labour Organization (ILO) standards. Our Human Rights Policy covers fair working hours, freedom of association, just wages and benefits, protection against modern slavery, respect for privacy, and active engagement in community services ensuring dignity, safety, and equity across all operations.

Joining Forces to Deliver Change and Ensure Social Sustainability

- Our robust policies on inclusion and equal opportunity, occupational health and safety, modern slavery, prevention of sexual harassment, collective bargaining, talent acquisition, and talent development empower our people and ensure they have the resources and opportunities needed to excel and contribute to collective success.
- We conduct health and safety training, organize regular health, safety, and wellness camps, and provide medical support for employee well-being.
- Our global employee engagement initiatives include HR Connects (an open platform to record employee concerns), Amber (a chatbot that collects real-time
- feedback), Rewards & Recognition (celebrating achievements and fostering belonging), and team building activities (for teamwork and skill growth).

2024 Highlights: Social Initiatives and Giving Back to Community



4400+
No of Employees



38%
women in Workforce



100%
Romanian Employees
Covered under Collective
Labor Agreement



93%
Career Development and Performance Review
Coverage



37.65%
Suppliers Covered by Supplier
Engagement Program (India and Romania)



970
Lives Touched through CSR Initiatives
(education, upskilling, healthcare, food security,
animal welfare, rural development, and
environment)



1,74,751
Total Training Hours
(compliance, corporate orientation,
communication and behavioral skills, digital and
technological skills, domain and functional skills
and leadership development)



Strengthening Corporate Governance for sustainable growth



Ensuring Transparency and Accountability

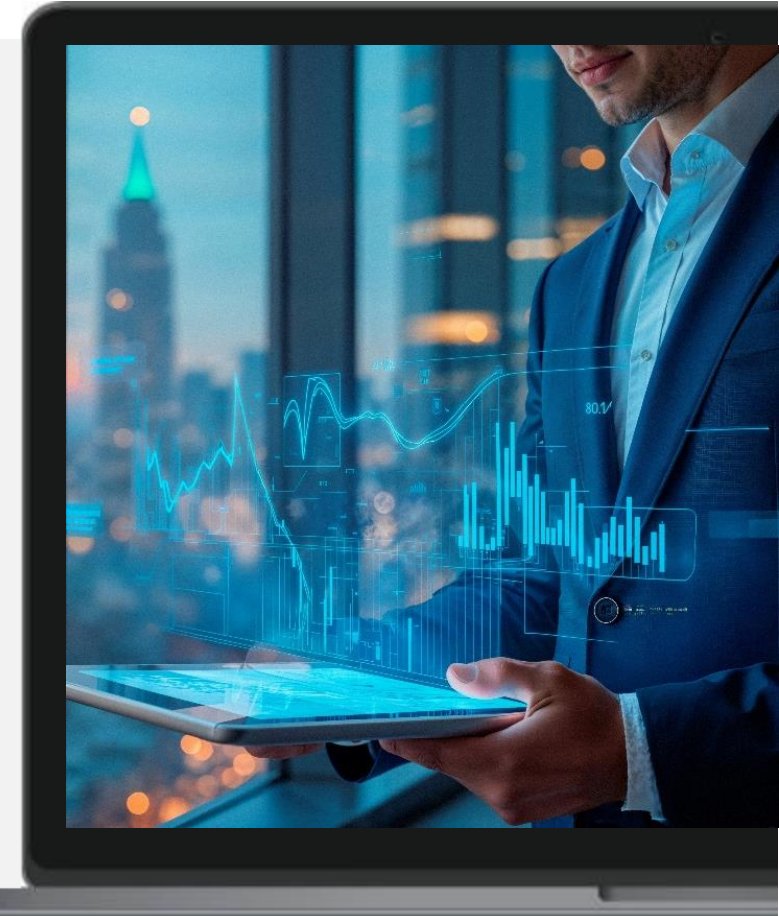
At Evalueserve, our governance structure is built upon a foundation of integrity, transparency, and accountability, reflecting our unwavering commitment to the highest ethical and legal standards. We prioritize stakeholder trust through the implementation of robust compliance policies and responsible business practices.

As a proud signatory to the United Nations Global Compact, we align our governance efforts with globally recognized principles of ethical conduct and sustainability. Our consistent recognition through multiple awards underscores our strong adherence to ESG best practices and the effectiveness of our governance approach.

Our governance framework is thoughtfully designed to balance the long-term interests of our people, the planet, and our business. It ensures that operations are conducted responsibly while maintaining the confidentiality and integrity of information entrusted to us.

We are committed to maintaining excellence in governance by holding leadership accountable and proactively aligning with applicable governmental, regulatory, and statutory requirements. Evalueserve's Board of Directors and management remain steadfast in their commitment to all stakeholders—including clients, employees, and shareholders—through responsible decision-making and transparent communication.

By embracing fairness, honesty, and ethical conduct, we aim to foster inclusive growth and create sustainable long-term value. As an equal opportunity organization, we remain dedicated to providing a level playing field for all employees and stakeholders in all aspects of our operations.



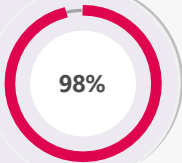
Strengthening Corporate Governance for Sustainable Growth

- Our governance structure is focused on upholding the highest ethical and legal standards, prioritizing stakeholder trust, and implementing robust compliance policies.
- Some of our key policies are related to business conduct and ethics, anti-bribery and anti-corruption, prevention of insider trading, whistleblower policy, data privacy, physical and environmental risk management.

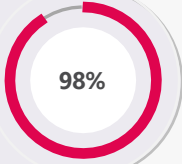
2024 Highlights: Ethics and Compliance



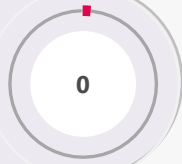
Employees who completed code of conduct training



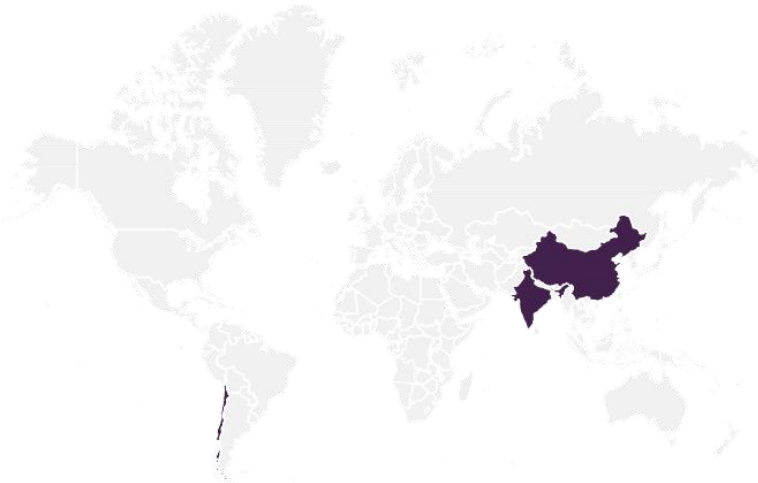
Employees who completed anti-corruption and anti-bribery training



Number and nature of confirmed incidents of corruption



Our major centers located in India, Chile, and China also undergo annual **SOC 1 and SOC 2** assurance audits.



We have **1** female on director position



Evalueserve is an **ISO 27001:2013** certified organization

EVALUESERVE

Thank You

