

Sustainability Report Highlights 2025

April 2026

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 2025, 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

Celebrating 25 Years of Excellence

Evalueserve proudly celebrated 25 incredible years of growth, resilience, and collective achievement. As communicated in the company-wide announcement marking this milestone, the occasion represented far more than the passage of time, it reflected the dedication, belief, innovation, and collective strength of every individual who has contributed to our journey.

From a vision that began 25 years ago to establishing a strong global presence today, our evolution has been shaped by resilience, collaboration, and an unwavering commitment to excellence. Over the years, we have continuously adapted to changing markets, strengthened client partnerships, and advanced responsible and sustainable business practices.

The anniversary celebrations brought together employees and leadership across locations, creating a moment to reflect on our shared accomplishments and express gratitude to our teams for being integral to the organization's success story. Leadership messages during the celebration acknowledged the invaluable contributions of employees and reaffirmed our commitment to building an even stronger and more sustainable future.

As we look ahead, this milestone reinforces our long-term vision, driving innovation, fostering an inclusive and collaborative workplace, and delivering sustainable value to our clients, employees, and communities.

Cheers to 25 years and to an even brighter future ahead.



Our ESG Initiatives : Building a sustainable tomorrow

In February 2025, Evalueserve conducted a global ESG Awareness Fortnight to strengthen employee engagement and deepen understanding of Environmental, Social, and Governance (ESG) principles across locations. The two-week initiative was designed to integrate sustainability into everyday workplace practices through awareness campaigns, interactive activities, and on-ground initiatives.

Environmental Focus

The environmental pillar emphasized responsible consumption, climate awareness, and sustainable workplace behavior. A Sustainable Workstation Makeover Challenge encouraged employees to adopt environmentally responsible desk practices, including the use of indoor plants, repurposed materials, and sustainable office supplies.

In Gurugram, Evalueserve partnered with Catch Foundation to plant **3,000 trees** at the NSG Campus, Manesar, contributing to biodiversity enhancement and long-term carbon absorption efforts.

A Paper Donation Drive conducted in collaboration with Inch paper promoted circularity by channeling collected paper waste toward recycling.

To better understand commuting-related emissions, employees voluntarily participated in an internal emissions awareness exercise, supporting the organization's broader carbon footprint assessment and sustainable mobility planning.

Additionally, India offices transitioned from single-use paper cups to reusable ceramic mugs in pantry and cafeteria areas, reinforcing waste reduction efforts.



Our ESG Initiatives : Building a sustainable tomorrow

Social Focus

The social pillar centered on inclusion, employee well-being, and community engagement. Global awareness communications were shared to enhance understanding of social sustainability, including themes such as equal opportunity, employee welfare, and responsible community involvement.

During the fortnight, the Evalueserve ESG Squad was formally launched to create a structured platform for employee volunteers to actively contribute to sustainability initiatives throughout the year.

Engagement activities across offices further encouraged participation and fostered a sense of shared responsibility toward ESG goals.

Governance Focus

The governance pillar reinforced awareness around ethical conduct, compliance, and accountability. Educational communications highlighted key governance topics, including data privacy, business ethics, regulatory compliance, and oversight mechanisms. Interactive knowledge-based activities were conducted to encourage employee engagement and strengthen understanding of governance principles.

Impact and Way Forward

The ESG Awareness Fortnight engaged over 590+ employees, strengthening cross-functional collaboration and enhancing internal awareness of sustainability priorities. The initiative fostered behavioral change, encouraged responsible workplace practices, and created ongoing employee-led engagement through the ESG Squad. While the fortnight marked a focused period of awareness, it also reinforced a broader commitment to embedding ESG principles into daily operations, decision-making processes, and long-term organizational strategy.



Our ESG Initiatives : Building a sustainable tomorrow

Strike a Pose



Sustainable Workstation Challenge



Paper Donation Drive



Plantation Drive



EVALUESERVE

ESG Awareness Fortnight Collective Impact and Winners!



We are thrilled to share the incredible impact of **ESG Awareness Fortnight**, during which each of you played a vital role in driving sustainability within our organization. Your enthusiasm, commitment, and participation have truly made a difference!

Activities and Collective Impact

Here's what we achieved during the fortnight.

Formation of Sustainability Squad (Global) – We received numerous nominations from employees eager to champion sustainability initiatives. Thank you for your enthusiasm and desire to be a part of the Evalueserve Sustainability Squad.

Strike a pose (Gurugram) – Your overwhelming participation underlined your support for the event. The spirit of sustainability shone bright in every photo that you sent to WeConnect!



Sustainable Workstation Challenge (Global) – We saw a wave of creativity as employees showcased their eco-friendly workspaces.



Plantation Drive (Gurugram) – We planted a remarkable 3,000 plants in collaboration with CATCH Foundation at the NSG (National Security Guard) campus, Manesar; 49 volunteers actively participated in the drive.



Paper Donation Drive (Gurugram) – This collective effort resulted in 50 kg of paper waste being repurposed for a greener future.



Employee Commuting Survey (Global) – We received responses from 535 employees who provided valuable insights to enable sustainable mobility strategies.

Governance crossword (Global) – The governance crossword was a fun way to explore key concepts. We saw enthusiastic participation from across locations, as employees put their knowledge to test and learned more about ethics, compliance, transparency, and corporate responsibility.

Replacement of Paper Cups (India) – Across our offices, we are replacing single-use paper cups with reusable ceramic mugs. This sustainable swap will help us significantly reduce daily waste and promote eco-conscious habits, moving us closer to our zero-waste workplace goal.

Awards and Recognitions

Compromiso Migrante Seal (Evaluerve Chile), Diversity and Inclusion Award from Chilean Government in 2025.

B (Management Level) in the SME category of CDP

50 Best Firms for Data Scientists to Work by AIM, 2025

Insights 250

Forrester Wave™: Customer Analytics Services, Q2 2025

Women in GRC 2025: Technology Leader of the Year

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

UNGC CoP disclosure for last two years

KM World's AI 100 Trailblazer 2025

Top Mid-Market & Specialized Data Science and Agentic AI Service Providers 2025 PeMa Quadrant by AIM

Top 20 CEOs Defining the Future of AI 2025 by AIM

Research Solution of the Year at the Private Equity Wire® US Awards 2025



Research Solution of the Year

Awards and Recognitions

RiskTech Regulatory Reporting Solutions and AI 50, 2025 by Chartis Research

Banking Tech Awards USA, Best LendTech Provider by Informa Fintech Futures 2025

US FinTech Awards 2025: InsurTech of the Year

Provider Lens™ Specialty Analytics Services – Life Sciences and Healthcare and Supply Chain Global 2025 by ISG

50 CEOs Defining the Future of AI 2025 by AIM

RiskTech Credit Risk Management Solutions 2025 by Chartis Research

Credit Risk Management Solutions 2025 by Chartis Research

Best Gen-AI Solution Provider to SME Banks and Transaction/Wholesale Banks by Global BankTech Awards 2025

RiskTech Credit Lending Operations Solutions 2025 by Chartis Research

Top 10 Recognizing Today's Top Solutions in Knowledge Management and AI by KM World 2025

Top 50 Data & Analytics Teams, OnCon Icon Awards, 2025

Best Firms for Women in Tech 2025 by AIM



Best Firms for Women in Tech 2025



Sustainability Highlights

1371885.43
kWh
Units of Renewable energy used

7300+
lives touched directly through corporate responsibilities

37.65%
Suppliers connected through supplier engagement program (India, Chile, China and Romania) in 2024

4100+
Employees

Approx **52%**
Decrease in GHG emission from 2024 (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

38% Company wide

21% of women at management level

81

Global employee engagement / Satisfaction score

100%

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

1,60,002

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.



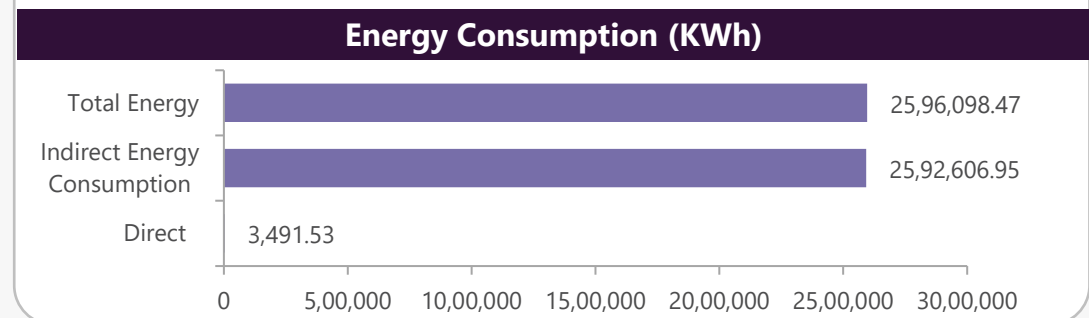
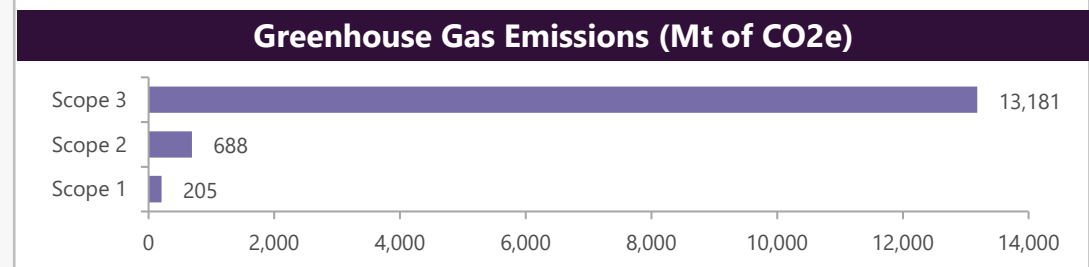
Paving the Way to a Sustainable Future with Environmental Initiatives

- 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 52% decline in emissions as compared with last year.

2025 Highlights: Energy Efficiency and Conservation

	Renewable Energy Consumption	53.22%
	GHG Emission Intensity (Scope 1 and 2)	67.51 Mt CO₂e / USD million sales
	Emissions Reduction from Hybrid / Flexible Work Model	1.36 K Mt of CO₂e

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 (t7924 CO₂e), capital goods (678 tCO₂e), business travel (2180 tCO₂e), employee commuting (2313 tCO₂e), Fuel and Energy related activities (79 tCO₂e), Waste generated in operations (0.6 tCO₂e), Use of sold products (7 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 2025-140 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.

Equal Opportunity Policy

Evalueserve is committed to creating a fair and respectful workplace where all individuals have access to the same opportunities based on their skills, experience, and performance. Our Equal Opportunity Policy promotes a work environment free from bias or discrimination, ensuring that employment decisions are guided solely by merit and business objectives. We value a broad range of perspectives and backgrounds, which contribute to a well-rounded and high-performing workforce.

Corporate Social Responsibility Policy

Evalueserve CSR Policy is rooted in its core values of equity, sustainability, community development, and inclusive growth. Guided by the EEF framework and implemented through the CommuniSERVE program, the policy focuses on education, skill development and digital literacy; environmental sustainability and clean energy; and healthcare, preventive health, and community well-being, with the objective of creating long-term and measurable social impact.

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).

2025 Highlights: Social Initiatives and Giving Back to Community



4100+

No of Employees



38%

women in Workforce



100%

Romanian Employees Covered under Collective Labor Agreement



92%

Career Development and Performance Review Coverage



37.65%

Suppliers Covered by Supplier Engagement Program (India, Chile, China and Romania) in 2024



7300+

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



1,60,002

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.

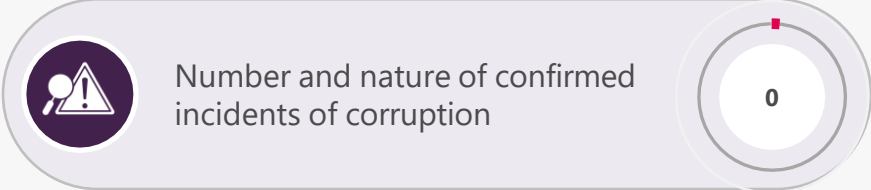
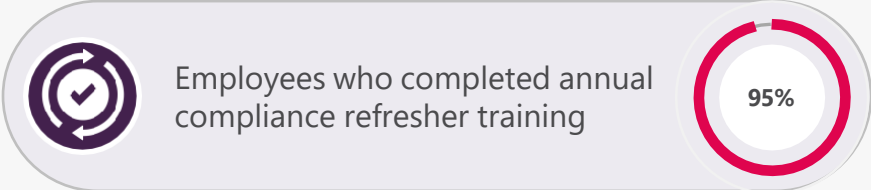
By embracing fairness, honesty, and ethical conduct, we aim to foster inclusive growth and create sustainable long-term value. As an equal opportunity organization, we remain dedicated to providing a level playing field for all employees and stakeholders in all aspects of our operations.



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.

2025 Highlights: Ethics and Compliance



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

Evaluserve is an **ISO 27001:2022** certified organization

*The reported percentage of employees who completed the Annual Compliance Refresher Training includes completion of the following modules: Anti-Bribery, Anti-Corruption and Fraud Prevention; Code of Business Conduct and Ethics; Compliance with Data Privacy Laws; Confidentiality Obligations; Information and Cyber Security Awareness; Insider Trading; Introduction to IT Service Delivery; Overview of ESG; and Health & Safety.

Thank You

