

Media Information
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VFS Global Charts Next Phase of Sustainable Growth in Latest Sustainability Report, Drives Global Impact

2025 Performance Highlights:

- **65% New hires were women**
- **94% Increase in CSR spending**
- **41% Increase in 2025 electronic-waste (tonnage) recycling compared to 2024**
- **650,000 Trees planted until 2025 supporting reforestation**

VFS Global, the global leader in trusted technology services, empowering secure mobility for governments and citizens, has officially released its seventh Sustainability Report, covering its 2025 performance. The 2025 report highlights steady operational growth and major milestones in digital transformation, including the successful integration of Responsible AI frameworks and the expansion of the company's global footprint. The report follows the Global Reporting Initiative (GRI) Standards, one of the most widely used and recognised global sustainability reporting frameworks and is aligned with the United Nations Sustainable Development Goals (UN SDGs), United Nations Global Compact (UNGC), and the Sustainability Accounting Standards Board (SASB) for Professional and Commercial Services Sector.

Zubin Karkaria, Founder and Chief Executive Officer, VFS Global, said: “2025 marks a landmark year where our sustainability commitments actively advanced our global growth and drove significant value creation. We made meaningful progress by strengthening employee engagement, nearly doubling our CSR investments, and further reducing greenhouse gas emissions across our operations. Furthermore, by achieving a 41% surge in e-waste recycling and ensuring women represented 65% of our new hires, we have reinforced our commitment to environmental stewardship and to women empowerment. This progress is anchored by a stellar 97.6% customer satisfaction rate, demonstrating that deep societal impact and high performance go together.”

In 2025, VFS Global reinforced its dedication to cutting-edge, secure technology by introducing enterprise-wide governance for Responsible AI adoption, ensuring privacy-conscious and human-supervised AI operations. These efforts earned the company the prestigious Dubai AI Seal, formally certifying VFS Global as a Trusted AI Enterprise.



Following this emphasis on responsible technology, by the close of 2025, VFS Global had deployed six AI-enabled solutions, with at least one live application utilised by more than 20 client governments globally. The year also marked the company's acquisition of a majority stake in CiX Citizen Experience, a leading provider of digital and physical citizen services in Brazil.

Shireen Mistree, Head – Sustainability, VFS Global said, "Our 2025 Sustainability Report highlights our progress in embedding sustainability across our business and driving responsible growth. Our second Double Materiality Assessment marks a key milestone, enabling us to better understand, prioritise, and manage our social and environmental impacts alongside business-critical factors. This approach strengthens our ability to anticipate risks, respond to regulatory expectations, and make informed decisions that support long-term resilience."

The full report is available for review on the corporate website at www.vfsglobal.com.

Sustainability Report 2025 Highlights Delivering Good Governance

- Advanced responsible business conduct by strengthening employee awareness of anti-corruption and anti-bribery principles across the active workforce.
- Promoted a culture of integrity, accountability, and respect for human rights through continued engagement in Code of Conduct and human rights training.

Contributing to Sustainable Economic Growth

- 97.6% Customer Satisfaction
- 98% Local suppliers engaged

Nurturing Our Colleagues

- 65% New hires in VFS Global were women in 2025
- 56,980 Training person days recorded in 2025
- 165 Nationality employees worked for VFS Global in 2025
- 60:40 Women to Men Ratio in 2025

Supporting Our Communities

- 37,481 CSR beneficiaries in more than 30 countries
- 94% Increase in CSR spending
- 151 CSR initiatives implemented in 2025
- 6,743 Employee volunteering hours, average of 0.66 hrs/FTE in 2025
- Recognised with 2 Awards for excellence in CSR



Protecting Our Environment

- 13% Reduction in 2025 total emissions compared to 2024 baseline
- 41% Increase in 2025 e-waste (tonnage) recycling compared to 2024
- 80% Electricity consumption switched to green energy through the purchase of Renewable Energy Certificates
- 650,000 Trees planted until 2025 supporting reforestation

About VFS Global

As the global leader in trusted technology services, empowering secure mobility for governments and citizens, VFS Global embraces technological innovation, including Generative AI, to support governments and diplomatic missions worldwide. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, increasing productivity and enabling them to focus entirely on the critical task of assessment.

With a responsible approach to technology development, adoption and integration, the company prioritises ethical practices and sustainability while serving as the trusted partner to 71 client governments. Operating over 4,200 Application Centres in 169 countries, VFS Global has efficiently processed more than 557 million transactions* since 2001.

Headquartered in Zurich and Dubai, VFS Global is majority owned by Blackstone, the world's largest alternative asset manager, along with minority shareholders including Swiss-based Kuoni and Huentobler Foundation, Singapore based Temasek and UAE based Dubai Holdings.

** Comprising 344.15 million transactions by VFS Global and 212.94 million transactions by CiX Citizen Experience*

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