MANIFEST

Sustainability Report 2025

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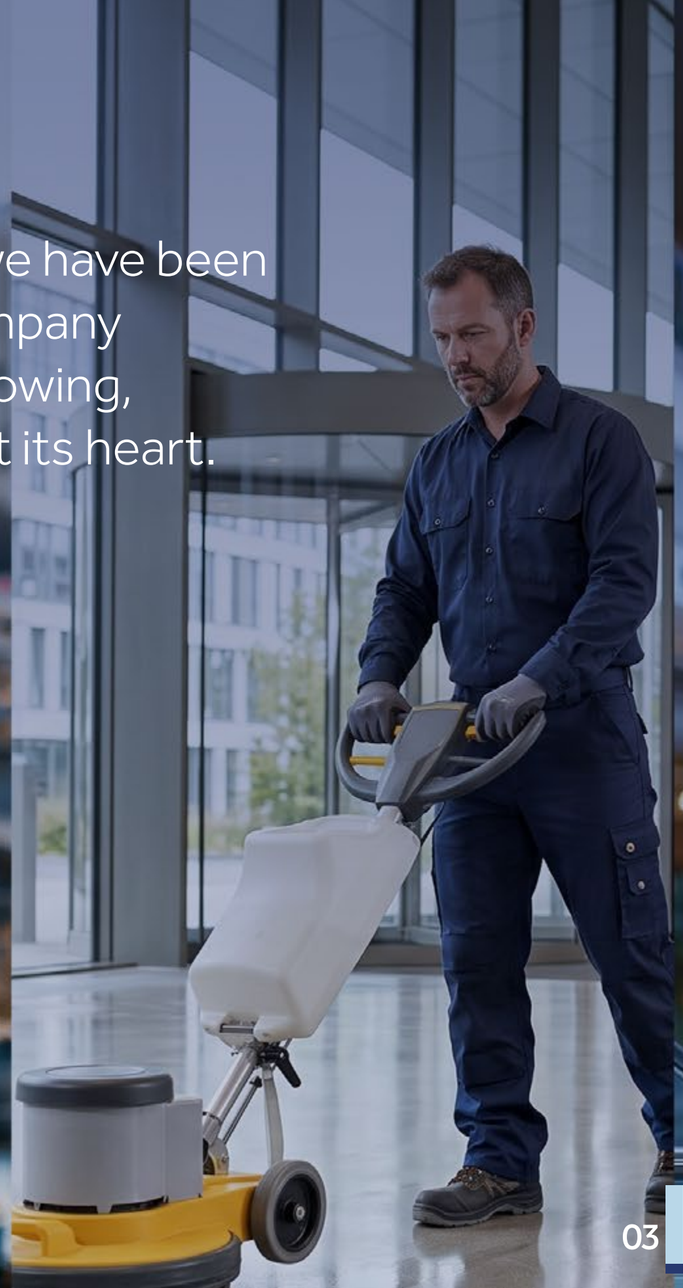


1

COMPANY PROFILE

Since 2003, we have been building a company that keeps growing, with people at its heart.





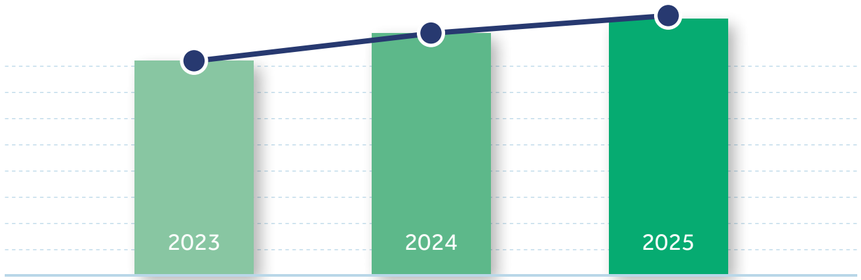




1.1 MANIFEST AT A GLANCE
2025 IN NUMBERS

Group Turnover

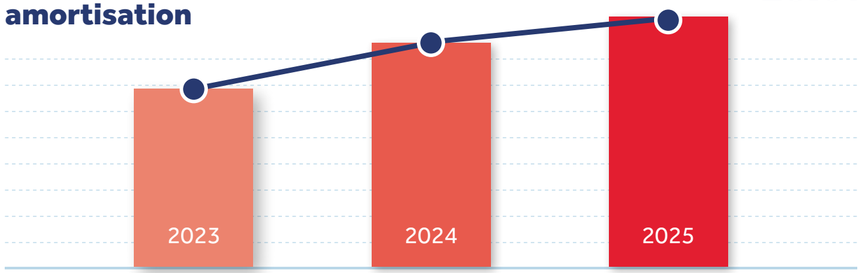
3-year growth:
+14.1%



€26,359,579.40 €29,805,429.32 €30,072,473.32

Earnings before interest, taxes, depreciation & amortisation

3-year growth:
+28.6%



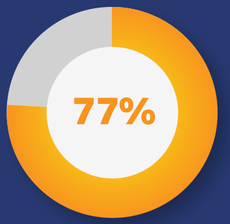
€1,417,544.87 €1,795,750.86 €1,823,564.61

348 in 2024

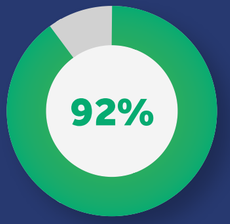
Active Contracts:

370 in 2025

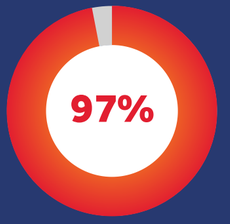
1,060 employees nationwide



INTERNATIONAL CUSTOMERS



CUSTOMER SATISFACTION



CUSTOMER RETENTION RATE

1.2 MESSAGE FROM THE CEO



Dear stakeholders,

In recent years, the world around us has been changing with great speed and intensity, creating an environment full of challenges for society, business and the economy. In this demanding environment, 2025 was another important year for Manifest: a year that tested us, but also a year in which we proved our strength and resilience once again.

Staying true to our strategy, we maintained our strong financial performance, with turnover reaching €30.1 million and EBITDA reaching €1.82 million. In a year of market uncertainty, we chose to safeguard the company's stability, strengthen the quality of our services and lay solid foundations for the new phase of growth that has already begun.

At the core of everything we do lies a simple but powerful principle: Respect for People. Our people are the ones who, through their expertise, professionalism and belief in our values, make a difference every day in the spaces our customers entrust to us.

The same respect shapes the way we act towards our customers, society and the environment. Our growth is inextricably linked to our commitment to responsible operation. That is why we continue to invest in practices that strengthen the sustainability, quality and reliability of our services.

Children hold a special place in our work. We support initiatives that make their everyday lives safer and happier, because we believe that a company is also judged by the footprint it leaves on society. This commitment is not simply part of our strategy. It is part of our identity.

At the same time, we launched a new service with strong growth potential: Staffing Solutions. With this service, we respond to one of the most pressing problems in the market, the shortage of labour. We help our customers meet their staffing needs through the legal employment of workers from third countries. For us, however, Staffing Solutions is not only about filling positions. It is a practical application of the principle of "Respect for People". We take on the entire cycle: from selection in the country of origin and a fully legal process to decent accommodation, training and the smooth integration of every worker into the workplace and into Greek society. In this way, we create safe and fair employment opportunities for people seeking a better future and, at the same time, we support the growth of Greek businesses. These are steps that strengthen our position and open up new paths of growth for Manifest.

The outlook for 2026 is particularly positive. In the first half of the year alone, we secured significant new partnerships. In addition, our strategic alliance with EFSIM Facilities Management Services marks the development of a modern, integrated Facility Management model in the Greek market.

I would like to wholeheartedly thank every member of the Manifest team for the dedication and consistency they show every day. Guided by our values, we continue to build a company that evolves, innovates and creates value for everyone. A company that inspires, attracts talent and is the trusted partner for every need of a building and its people: from construction and operation to security and staffing.

George Farlekas
CEO

1.3 COMPANY OVERVIEW & AREAS OF ACTIVITY

In 2025, Manifest expanded its portfolio with new HR services, adding Payroll Services and Staffing Solutions and further strengthening the integrated support we offer our customers. We operate across four pillars: **Construction, Facility Management, Security and Staffing Solutions.**

Manifest stands out for its reliability, transparency and commitment to quality. With modern monitoring systems, specialised personnel, certified processes and Management Systems, it delivers measurable results and consistent value to its customers.

The company has a remarkable growth footprint and makes a significant contribution to the Greek economy. In 2025, the turnover of the Manifest Group exceeded €30 million, recording growth of 14.1% over the last three years.



BREAKDOWN OF SERVICES

INTEGRATED	48%
STANDALONE	11%
COMBINED	20%
CONSTRUCTION	21%

1.4 MILESTONE DATES

2025

We expand our portfolio with the **new Staffing Solutions services,** further strengthening the integrated support we offer our customers.

2024

We reach **€30 million in turnover,** while maintaining consistently strong growth rates. We are named **"Greek Business Champion 2024",** confirming our position among the country's leading service providers.

2023

We grow our turnover by **20%.** We establish **a subsidiary, Manifest Construction S.A.,** to support the significant growth of our construction projects.

2022

We grow our turnover by **40%.** We win **9 new FM Awards** and, for another year, the **Top FM Service Provider of the Year award.**

2021

We obtain **ISO 50001 Energy Management certification.** We grow our turnover by **24%.**

2020

We are the **first company in Greece to obtain Covid Shield certification.** We win **7 more FM Awards** and the **Top FM Service Provider of the Year award.**

2019

We create the **Hotel Services Department (Hospitality Services).** We grow our turnover by **26.8%.**

2018

We grow our turnover by **32%.** We grow our workforce by **53.5%.**

2017

We carry out our digital transformation (ERP, HRM, FSM). We grow our administrative team by **29%.** We win **6 new awards** at the **FM Awards** and one at the **HR Awards.**

2016

Southbridge invests in Manifest. We co-found the **21st FM Alliance.** We win **5 new awards** at the **Greek Hospitality Awards, Tourism Awards, HR Awards and HR Excellence Awards.**

2015

We win **4 awards** at the **FM Awards** and the **HR Awards.**

2013

We create the **Catering Services Department.**

2010

We expand our services **nationwide.** We create the **Security Services Department.**

2007

We move to **new offices. We achieve** ISO 9001, 14001 and 45001 **certifications.** We create the **Technical Maintenance Department.**

2004

We take on our first three major customers: **Sephora, Tsantilis and ATE Insurance.**

2003

Dionysis Ammolochitis founds Manifest Services with his mother, in a 30 m^2 office with an initial capital of €9,000.

1.5 MANAGEMENT & ORGANISATIONAL CHART



Dionysis Ammolochitis
Founder & Owner
d.ammolochitis@manifest.gr



George Farlekas
Chief Executive Officer
g.farlekas@manifest.gr



Manos Chalaris
CEO - Manifest HR Services
m.chalaris@manifest.gr



Theodora Tsokou
Chief Commercial Officer
t.tsokou@manifest.gr



Kleopatra Panagopoulou
Chief of Quality & Compliance
k.panagopoulou@manifest.gr



Ilias Farlekas
Chief Financial Officer
i.farlekas@manifest.gr



Lazaros Mavridis
CEO - Manifest Construction
l.mavridis@manifest.gr



Vassilis Ballas
CEO - Manifest Security
v.ballas@manifest.gr

ORGANISATIONAL CHART



1.6 OUR CORE VALUES



WHY DO WE EXIST?

We create experiences that empower our customers to achieve more.

HOW DO WE ACHIEVE IT?

With meticulous attention to detail and a passion for aesthetics, we transform spaces into experiences that elevate life, work and the environment around us.

OUR CORE VALUES

1. **RESPECT FOR PEOPLE**
   For us, people are the point of reference in everything we do. We believe in the power of relationships built on respect, honesty and trust.

2. **CUSTOMER FIRST**
   We place the customer at the centre, delivering prompt support and continuous care, with a strong focus on detail.

3. **INTEGRITY**
   We do what is right, even when no one is watching. We act with consistency and transparency, honouring our commitments.

1.7 CUSTOMER SATISFACTION

Our customers at the centre: the Customer Satisfaction Survey

At Manifest, customer experience is a key pillar of our strategy. We continually invest in upgrading the quality of our services, in fast response times and in building relationships of trust based on consistency and reliability. As part of our ongoing commitment to continuous improvement, the Quality Assurance Department carries out the Customer Satisfaction Survey every year, with the aim of capturing our customers' experience in depth and using the findings to keep upgrading our services.

In 2025, the survey was successfully completed and its results confirm once again the high standard of our services and our ongoing commitment to quality. The overall quality of our services was rated at **92%, the attitude and professionalism of our people at 92.5%, while our customers' satisfaction with our response time reached 89%.**

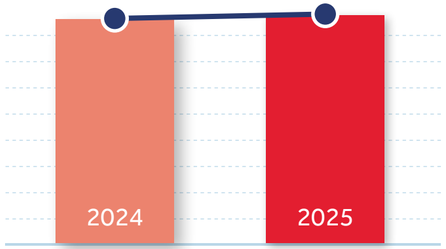
Our Net Promoter Score (NPS) stood at +49. The score is the difference between promoters (scores of 9 or 10) and detractors (scores of 6 or lower), and reflects a strong positive intention to recommend Manifest.

Consistency and speed of service are also reflected in the incoming requests data, as **89%** of tickets were fully serviced within three days, while the complaint resolution rate reached **93%.** These results demonstrate the passion and consistency of our team in delivering the best possible service and customer experience.

Our customers rated us positively on key aspects of the partnership, such as adherence to timelines, problem-solving ability and responsiveness to emergencies. The satisfaction rate exceeded **90%**, with constant and timely updates on the progress of work standing out as our main advantage. Overall, the 2025 satisfaction results confirm Manifest's position as a trusted partner of high standards and reinforce our commitment to continuous, measurable progress.

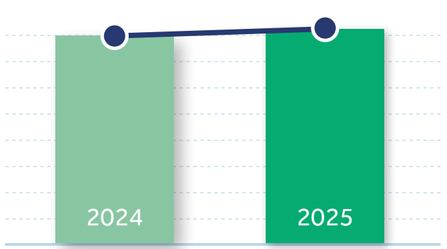
ANNUAL CUSTOMER SATISFACTION SURVEY

QUALITY OF SERVICE



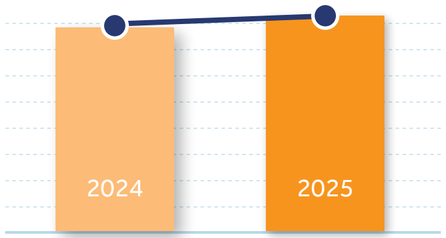
91.8% **92%**

STAFF ATTITUDE



92% **92.5%**

RESPONSE TIME TO REQUESTS



88.2% **89%**

NET PROMOTER SCORE (NPS)



89% of the service requests (tickets) we received from our customers were fully serviced within three days.

SERVICE REQUESTS

Request service days	Percentage resolved
Up to 3	89%
Other	11%

93% of the complaints we received from our customers were fully resolved within three days.

COMPLAINTS

Complaint resolution days	Percentage resolved
Up to 3	93%
Other	7%

1.8 CERTIFICATIONS

Manifest implements an Integrated Management System, which incorporates the requirements of internationally recognised standards and ensures the provision of high-quality services, with respect for the environment, occupational health and safety and the principles of responsible business conduct. This provides an operating framework that meets the requirements of ethics and integrity and offers reliability to our customers.

Specifically, Manifest is certified to the following international standards:

- **EN ISO 9001:2015** for Quality Management
- **EN ISO 14001:2015** for Environmental Management
- **ISO 50001:2018** for Energy Management
- **ISO 45001:2018** for Occupational Health & Safety Management
- **ISO 41001:2018** for Facility Management
- **ISO 37001:2016** for Anti-Bribery
- **ISO 22301:2019** for Business Continuity Management
- **ISO/IEC 27001:2022** for Information Security Management Systems
- **ISO 18788:2015** for Private Security Operations Management Systems

As regards external sustainability assessments, our company holds an **active EcoVadis 2025 distinction** with a Bronze Medal, ranking in the top 35% of companies assessed worldwide by EcoVadis. This distinction confirms its performance in the four pillars of Environment, Labour & Human Rights, Ethics and Sustainable Procurement. At the same time, we maintain SMETA 4-Pillar compliance through SEDEX, confirming our commitment to safe working conditions, environmental protection, ethical business practices and social responsibility.

All of the above certifications represent Manifest's firm, long-standing commitment to quality, integrity and transparency, and form the basis on which we responsibly build the perpetual improvement of our services and systems, for the benefit of our customers, employees and society.



1.9 AWARDS & DISTINCTIONS

Every distinction is an important affirmation of our effort and our commitment to excellence. Every recognition is a great honour for us and, at the same time, gives us the strength and inspiration to continue with even greater passion, investing in innovative and responsible business practices that create long-term value and contribute to the responsible and sustainable growth of our company.

From 2015 to date, Manifest has received 39 major distinctions, which recognise and demonstrate the quality of our services, the effective management of our human resources, the innovative solutions we offer to the tourism sector and our ongoing commitment to excellent customer service. At the only two Facility Management award events ever held, in 2020 and 2022, Manifest was named FM Service Provider of the Year, demonstrating its leading position in the sector. In addition, in 2024 Manifest was named "Greek Business Champion" at the "Protagonists of the Greek Economy" awards, further strengthening its recognition in the Greek business community.





2 SUSTAINABILITY

For us, sustainable development
is a strategic choice
and an integral part
of our business identity.

2.1 OUR APPROACH, OUR COMMITMENT

Manifest has established and implements a **Sustainable Development (ESG) Policy,** which sets out Management's commitment to sustainability and responsible operation.

For us, responsible entrepreneurship is not a one-off initiative, but an ongoing commitment. We focus on meaningful actions that respond to today's social and environmental challenges, while strengthening sustainable development and the prosperity of the country. We invest in our people through meaningful training and development practices, we ensure a safe and healthy working environment, we implement initiatives to reduce our environmental footprint, and we operate with transparency and a firm commitment to regulatory compliance.

Manifest's ESG strategy is based on the three fundamental pillars of sustainability (Environment, Society, Corporate Governance) and focuses on the material topics linked to our activities. The material topics identified through the company's materiality analysis (Customer Service and Satisfaction, Safety and Quality of Service, Technological Innovation, Employee Training and Development, Occupational Health & Safety, Environmental Protection and Reduction of our Environmental Footprint) remain at the heart of our initiatives.

Manifest remains committed to using ESG principles as a tool for responsible operation, gradually enhancing its practices and focusing on continuous improvement, according to its capabilities and needs.

2.2 PILLARS, MATERIAL TOPICS, LINK TO THE SDGS

Pillar		Sustainability topic	Related SDG
E	ENVIRONMENT	Environmental protection and reduction of environmental footprint	13 CLIMATE ACTION
S	SOCIETY	Employee training and development	8 DECENT WORK AND ECONOMIC GROWTH
		Occupational health and safety	3 GOOD HEALTH AND WELL-BEING
		Social initiatives	17 PARTNERSHIPS FOR THE GOALS
G	CORPORATE GOVERNANCE & RESPONSIBLE OPERATION	Customer Service and Satisfaction (Processes, Policies and Certified Systems)	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
		Safety and Quality of Service, Business Continuity	17 PARTNERSHIPS FOR THE GOALS
		Technological Innovation	

2.3 STAKEHOLDER DIALOGUE

At Manifest, we recognise that meaningful and ongoing dialogue with our stakeholders is a fundamental prerequisite for sustainable development and the creation of long-term value. Two-way communication allows us to better understand the expectations and needs of our people, our customers, our partners and society, while strengthening transparency, trust and the effective management of business risks. Manifest seeks to engage with each stakeholder group individually, while prioritising the mutual benefits that this creates.

The company has identified two groups of stakeholders:

- **Primary stakeholders** (of critical importance to the company): shareholders, employees, customers, suppliers/subcontractors, government and institutional bodies, society, NGOs, financial institutions.
- **Secondary stakeholders** (affected by the company's decisions and activities): business community/competitors, communication agencies, mass media, industry associations.



3

ACTING RESPONSIBLY FOR THE ENVIRONMENT (E)

Protecting the environment
is a duty for all of us.



3.1 OUR APPROACH, OUR COMMITMENT

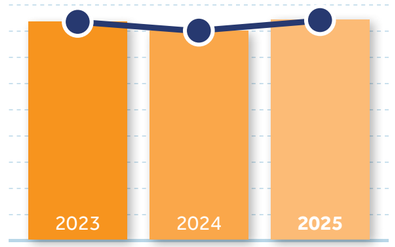
Protecting the environment remains a constant priority for us. Our commitment is set out in our Quality & Environment Policy. To implement our policy effectively, we apply a certified Environmental Management System in accordance with the international standard ISO 14001:2015, ensuring systematic monitoring of our environmental performance, compliance with the applicable legal framework and continuous improvement of our processes. Our goal is the continuous reduction of our environmental footprint through responsible business practices and the active participation of our people and partners.

3.2 OUR PERFORMANCE

Manifest is committed to the responsible management of energy as part of its overall Environmental Policy, both at its facilities and in the services it provides. In this context, it applies a certified Energy Management System in accordance with the requirements of the international standard ISO 50001:2018.
In 2025, energy consumption increased by 10.35% compared to 2024. The increase is mainly due to the 20% growth in administrative staff working at our offices. **In the 2025 office consumption breakdown, lighting accounts for 26.25%, air conditioning for 6.51% and electrical outlets for 67.24%.**
This year, we are presenting our carbon footprint for the first time: in 2025, Scope 1 and Scope 2 emissions totalled 173.02 tonnes of CO_2 equivalent.



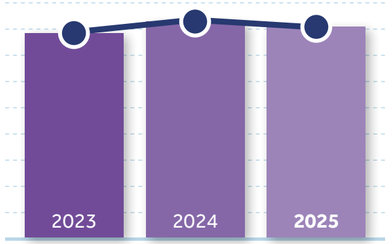
ENERGY CONSUMPTION



Increase in energy consumption in 2025 compared to 2024

10.35%

WATER CONSUMPTION
last three years:



69 m^3 71 m^3 70 m^3

Allocation of office energy consumption to individual energy uses, 2025:



LIGHTING



AIR CONDITIONING



ELECTRICAL OUTLETS

3.3 WASTE MANAGEMENT

At Manifest, we apply responsible waste management practices, with the aim of reducing our environmental footprint and promoting the circular economy. We place emphasis on waste prevention, recycling and cooperation with licensed waste management bodies, ensuring compliance with environmental legislation. At the same time, we focus on raising awareness among our people and promote the rational use of materials and consumables, supporting the continuous improvement of our environmental performance.



4

ACTING RESPONSIBLY FOR SOCIETY (S)

With responsibility, consistency and respect, we invest in values that make a difference.

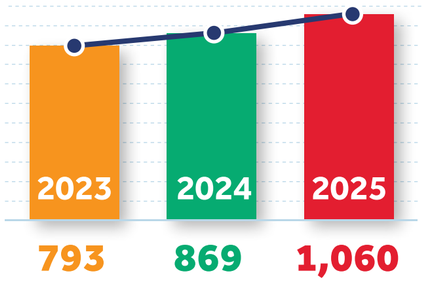


4.1 OUR PEOPLE

Manifest's people remain the heart of the company and the key factor in every success. In 2025, the number of employees reached 1,060, an increase of 22% compared to 2024, **which reflects the growth trajectory of our company.**

Our people are our driving force. They play a decisive role in achieving our corporate goals and are the ones who make Manifest's vision a reality. It is worth noting that women make up the largest share of our workforce (71.9%), while more than one in three of our people are aged 55 and over, bringing valuable experience to our team.

HUMAN RESOURCES



+22.0%
compared to 2024

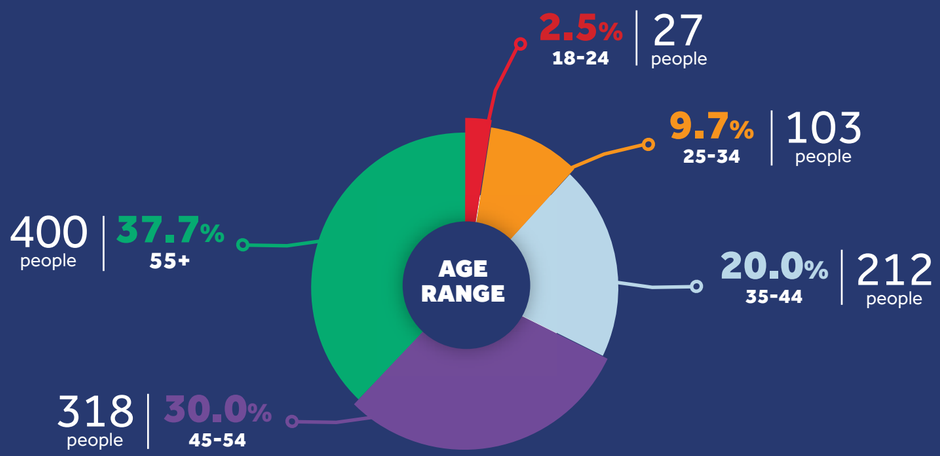
MEN
298
(28.1%)

WOMEN
762
(71.9%)

MANAGEMENT TEAM **8**

ADMINISTRATIVE STAFF **84**

EMPLOYEES **976**



EMPLOYEES OF THE YEAR



Adamantia Dafni
Soft Services



Taxiarchis Damigos
Hard Services



Giorgos Ximerakis
Security Services



Ilondo Aristote
Hospitality Services

EXECUTIVES OF THE YEAR



Ioanna Ammolochitou
for Respect for People



Kassiani Skapeta
for Customer First



Manolis Choudalakis and Marios Kapiris
for Integrity

4.2 CONTINUOUS TRAINING

Continuous training of our workforce is a prerequisite for a company that aspires to lead its sectors. We cultivate a culture of ongoing learning, development and professional growth for our people, and we invest in targeted training programmes that strengthen their knowledge and skills. Our training plan is designed and shaped to meet the requirements of every level and to align with the company's priorities.



4.3 EMPLOYEE SATISFACTION SURVEY

The annual employee satisfaction survey once again confirms high levels of positive sentiment, proving that our initiatives to create a supportive and inclusive work environment are paying off. Our people are Manifest's most valuable asset and we will continue to invest in them in every possible way.





4.4 HUMAN RIGHTS & EQUAL OPPORTUNITIES

All the processes and practices we apply in human resources administration and management are governed by the principle of non-discrimination and fully comply with the relevant national legislation. By putting our corporate Code of Conduct into practice, we cultivate a working environment of dignity and mutual respect that accepts and embraces diversity.

4.5 OCCUPATIONAL HEALTH & SAFETY

The health and safety of our people is not a matter of compliance; it is a prerequisite for our work. Our people work every day on customer premises, with different conditions and requirements on every project, and this obliges us to design safety in from the start, rather than correct it after the fact. We operate a certified occupational health and safety management system in accordance with ISO 45001:2018, we systematically train our staff and we assess the risks of every job position before the project begins. Our goal remains steady and simple: for everyone to return home exactly as they arrived at work.

4.6 SUPPORTING THE NEEDS OF SOCIETY

Through actions that promote solidarity and volunteering, we reinforce our commitment to creating a positive social impact and standing by society in practice. In 2025, Manifest supported a wide range of social contribution actions and initiatives.

CARE AND COMFORT FOR THE CHILDREN OF "THE SMILE OF THE CHILD"

With a steady commitment to improving children's everyday lives, Manifest undertook the maintenance and inspection of the air conditioning units in the care homes of the organisation "The Smile of the Child" in Attica. This initiative ensures that the children grow up in spaces that are cool, comfortable and safe, just as they deserve. For us, technical care becomes human warmth, because every smile is a reminder that the essence of our work goes beyond services; it lies in love and care for people.



MANIFEST SCORES FOR THE ELPIDA ASSOCIATION

Manifest took an active part in the Courts of Change charity tournament, supporting the Elpida Association and the children it cares for. Every basket our team scored supported an effort that gives real meaning to the game: giving and solidarity. Through the joy of sport, cooperation and team spirit, we showed that the values that unite us on the court are the same ones that guide our actions in society. Because for us, every score counts more when it turns into hope for the children who need it.



5 GOVERNANCE (G)

We operate responsibly, with transparency and business ethics.



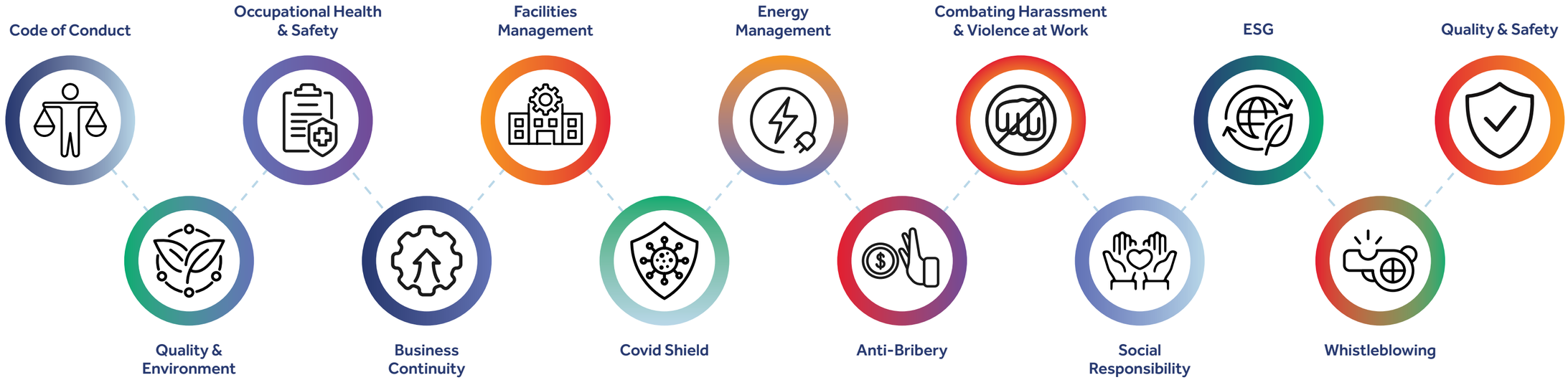
5.1 OUR APPROACH, OUR COMMITMENT

At Manifest, responsible corporate governance is an integral part of our business operations. We operate with transparency, integrity and business ethics, applying processes that are aligned with international standards, best practices and the applicable legal and regulatory framework.

The Code of Conduct and our internal policies guide every business decision we make, strengthening responsible operation and the trust of all our stakeholders.

Our main Policies and Code of Conduct are available on our website: Certifications. The Policies constitute Management's commitment and are reviewed at regular intervals.

5.2 CODE OF CONDUCT



5.3 DIGITAL GOVERNANCE

In 2025, Manifest's digital transformation moved along three axes: upgrading our network and communications infrastructure, strengthening cybersecurity, and automating internal processes through our own application platform. All three serve the same purpose: for the company to operate without interruption, securely and with less manual work.

NETWORK & COMMUNICATIONS INFRASTRUCTURE

We upgraded our internet connection and corporate telephony, gaining greater availability, stability and speed when accessing applications and data. This infrastructure is the foundation for every next digital step.

CYBERSECURITY

We implemented a plan to strengthen our cybersecurity, built on the two fundamental pillars of reliability and redundancy: every critical point of the infrastructure performs correctly under load and has an alternative route if it fails.

KEY POINTS

- Firewall upgrade
- New VPN infrastructure for secure remote access
- New VPN policies, with roles and controlled permissions
- Backup routes at critical points of the network
- Corporate documents processed within our own infrastructure, instead of on third-party websites

PROCESS AUTOMATION

Working with each department, we mapped the processes that are carried out repeatedly and manually, assessed which of them could be automated with real benefit, and implemented them on an internal application platform that we developed in-house. This choice keeps corporate data within our own infrastructure, builds each tool around the process as it is actually carried out, and keeps the pace of development in our own hands.

KEY POINTS

- Mapping of processes by department, before any implementation
- **Finance:** automatic allocation of supplier payments, expense report management
- **Human resources:** a single register of people and positions, digital onboarding, internal training
- **Quality:** central access to policies and procedures, by role
- **Operations:** project status tracking, KPI screens across our premises
- Access with the corporate Microsoft 365 account and role-based permissions
- **Measurable benefit:** logging of executions and of the working time saved

MANIFEST

The Sustainability Report 2025 is available at **www.manifest.gr**

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