



Bayport

2025 Annual ESG Report

Creating Your Future Now





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01 About this Report

Scope

Our 2025 ESG Report builds on the foundations established in previous years and reflects our continued efforts to strengthen sustainability governance, improve performance measurement, and enhance stakeholder value.

Creating Your Future Now, Bayport continues to embed ESG considerations into the way we do business. We believe in expanding access to credit and promoting responsible borrowing, enabling individuals and families to finance their futures today.

Our approach is grounded in three interconnected pillars: Our Business, Our Customer and Our People. We view ESG as a means of identifying opportunities that support sustainable growth, improving environmental stewardship, social impact, and strong, consolidated governance practices.

At Bayport, our purpose remains clear: to advance financial inclusion through responsible lending practices that empower individuals and contribute positively to the communities we serve. We are committed to upholding high ethical standards, prudent risk management, and a focus on inclusive development.

This second standalone Environmental, Social and Governance (ESG) Report covers the period

from 1 January to 31 December 2025. It highlights our progress over the reporting period and reinforces our commitment to continuous improvement as we work towards building a more sustainable, inclusive, and responsible future.

“Our purpose is clear: advancing financial inclusion through responsible lending that empowers individuals and communities.”

Reporting Framework & Disclosures

Our 2025 ESG Report has been developed in alignment with the Global Reporting Initiative (GRI) Standards, reflecting our ongoing commitment to transparent, consistent, and comparable sustainability reporting. It demonstrates our continued progress in integrating ESG considerations into our business strategy, operations, and decision-making processes.

Transparent reporting on performance and the effective management of our material sustainability issues remain central to our commitment to responsible and sustainable

business practice. The GRI Content Index, included in the data supplement, indicates the GRI Standards and performance indicators that have been reported either fully or partially, as well as the relevant sections within this report.

Where data gaps currently exist, we are improving our internal systems, processes, and data collection capabilities to ensure progressively fuller alignment with GRI requirements in future reporting cycles. Any feedback or queries on this report can be addressed to queries@bayport.co.zm.

Report Profile & Period Covered

In this report, the terms “Bayport,” “the Company,” “we,” “us,” and “our” refer to Bayport Financial Services Limited.

This report covers the 12-month reporting period from 1 January to 31 December 2025 and presents our environmental, social, and governance (ESG) performance and progress during the year.

External Assurance & Verification

While this report has been prepared with reference to the GRI Standards, it has not been externally assured. We recognise the value of independent verification and will consider external assurance in future reporting cycles.



Board Chairperson
Banja Mkwanzazi
Bayport Financial Services Limited

Message from the Chairperson

Creating your future now speaks to the responsibility we carry as a Board to ensure that Bayport remains resilient, accountable, and positioned to deliver sustainable value over the long term.

The 2025 ESG Report reflects a year of strong governance, strategic clarity, and continued alignment between business performance and societal responsibility. ESG is not a parallel agenda; it is integral to how we guide the business, manage risk, and define success.

Governance remains the foundation of our business. A smooth Board transition, sustained gender diversity at the leadership level, and zero regulatory breaches reflect a business grounded in strong oversight, accountability, and ethical leadership.

The business demonstrated resilience through strengthened funding, disciplined execution, and consistent stakeholder engagement, reinforcing financial stability and creating a solid platform for sustainable growth.

We are particularly encouraged by the progress made in advancing financial inclusion. The expansion of the field agent network, alongside initiatives such as the Bayport Academy financial literacy platform, compliments access to financial services by equipping customers with the knowledge to make informed financial decisions, in turn supporting broader economic participation.

Equally important is the organisation's commitment to responsible conduct. Full regulatory compliance, supported by proactive ESG risk management, reflects a strong culture of accountability and effective internal controls.

The Board also recognises the importance of people and culture in driving long-term success. Strong retention levels, progress in diversity and inclusion, and improved employee engagement are positive indicators of a healthy and evolving organisation.

Beyond the business, this report reflects a meaningful contribution to the wider economy. Strong local procurement, community investment, and ongoing stakeholder engagement demonstrate Bayport's role as a responsible corporate citizen.

Sustainability is not static. It requires continuous improvement, stronger measurement, and a commitment to evolve.

As a Board, we remain focused on supporting management to deepen ESG integration, strengthen impact measurement, and ensure the organisation continues to deliver value to all stakeholders.

On behalf of the Board, I extend our sincere appreciation to management, staff, regulators, and partners for their continued trust and collaboration.

Message from the CEO

2025 marks a defining milestone in Bayport's ESG journey, five years since the introduction of sustainability into our business. This moment offers an opportunity not only to reflect on how far we have come, but to clearly see how our purpose has translated into measurable impact.

Over this period, we have expanded access to finance, and deepened our contribution to inclusive economic participation. The past year, in particular, has been characterised by resilience, disciplined growth, and meaningful progress in embedding sustainability into the way we operate.

We made significant strides in expanding access to finance. The scale-up of our field-based agent network has been transformative, enabling us to reach underserved communities and drive strong growth in customer acquisition. This expansion reflects our continued commitment to bringing financial services closer to the people who need them most.

Financial inclusion remains central to our strategy. Through the rollout of EmPower Her, a discounted loan product designed to support women in traditionally male-dominated sectors such as defence and mining, we advanced equitable access to finance. This initiative demonstrates how intentional product design can unlock economic participation and empower individuals.

Beyond access, we remain focused on financial literacy and customer financial wellbeing. The launch of the Bayport Academy marked an important step in strengthening financial capability and promoting responsible borrowing.

Our commitment to society extends beyond financial services.

Through our corporate social investment programmes, we delivered measurable outcomes across education, healthcare, and community development, reaching thousands of beneficiaries across the country and contributing to broader national development.

Internally, our people continue to be our greatest strength. We maintained strong workforce stability, advanced diversity across all levels, and recorded improvements in employee engagement. While this progress is encouraging, we remain focused on building a consistently positive, inclusive, and high-performing culture.

Governance remains the foundation of our business. A smooth Board transition, sustained gender diversity at the leadership level, and zero regulatory breaches reflect a business grounded in strong oversight, accountability, and ethical leadership.

While we are proud of the progress made, we are equally focused on what lies ahead. Our priority is clear: to deepen impact, strengthen measurement, and scale initiatives that deliver both financial performance and lasting societal value.

To our regulators, funders, customers, and partners, we thank you for your continued trust. It is this trust that enables us to grow responsibly, act with purpose, and deliver meaningful impact.

Together, we are not only responding to today's needs, but we are also actively shaping tomorrow and creating your future now.



Chief Executive Officer
Prisca Shimwambwa
Bayport Financial Services Limited

03 Company Overview

Who We Are

Bayport is one of the country's pioneer payroll based micro-finance lending institutions and a subsidiary of Bayport Management limited (BML). Across seven African countries, BML has six subsidiaries and one associate.

Since our establishment in 2002, we have maintained a strong track record of driving financial inclusion through accessible credit and investment solutions.

With a nationwide footprint of 18 branches, we enable individuals, particularly underserved communities, to access payroll-based loans of varying sizes, savings accounts and fixed-term deposits that support household and business growth, and long-term wealth creation.

Our operations are guided by a commitment to responsible lending, ethical governance and sustainable impact, ensuring that our growth contributes meaningfully to Zambia's socio-economic development.



Our Mission

Bayport's mission is to provide financial solutions suited to the needs of an inclusive and broad customer base; embracing technology, product leadership and innovation and so becoming one of the leading developing market financial solutions providers.



Our Vision

Our vision is to be the most valued financial solutions brand in our market by providing a broad range of relevant financial solutions tailored to the needs of our customers. To achieve this, Bayport will engineer a new reality in the provision of financial services and will be recognised for consistently demonstrating the highest standard of care, responsibility and innovation. Bayport will be the first choice for the fulfilment of the economically active population's financial needs - bringing hope, financial liberation and inclusion to the communities we serve.

Our Values



Partnership



Responsibility



Innovation



Simplicity



Empowerment



Relevance

What We Do & Where We Operate

What We Do



Payroll Based Lending

Also known as payroll-based loans, payroll lending is the primary financial services product we offer in our market. These unsecured personal loans are granted to employees with the agreement and cooperation of their employers and are collected through payroll deduction.

This product design dramatically reduces the complexity to originate and the risk inherent in traditional retail lending in low-data markets. It also provides a low-risk entry point for individuals accessing the credit market for the first time.

Moreover, the stringent affordability limits set by agreements, help to prevent over indebtedness and reinforce responsible lending.



Commercial Services

Over and above being a microfinance institution, Bayport is registered as a non-bank deposit-taking institution. We are supervised and regulated by the Bank of Zambia and operate in full compliance with the Banking and Financial Services Act and the Microfinance Regulations.

Our product offering includes Sungapo Savings accounts, which come with a debit card, mobile banking and internet banking services, as well as competitive annual interest rates on savings. In addition, we provide value-added investment services through our Fixed Term Deposit products, enabling clients to grow their wealth securely and efficiently.



Insurance Solutions

Every Bayport loan is sold with compulsory credit life insurance that covers the outstanding debt on a customer's loan under specific circumstances.

Where We Operate



Branch Network

With a nationwide footprint across all ten provinces and a network of 18 branches, Bayport brings financial services closer to the people who need them most.



Agency Centre Network

Recognising that accessibility is fundamental to financial inclusion, Bayport has established 19 Agency Centres across the country, complementing its network of branches. By extending its presence beyond traditional banking locations, Bayport continues to provide convenient, community-based access to financial services, helping more Zambians create their futures now.



18 Branches **Countrywide**



19 Agent **Centers**

Lusaka | Lusaka | Kabwe | Chipata | Kasama | Choma | Mpika | Chinsali | Lundazi | Solwezi
Kalumbila | Petauke | Ndola | Mumbwa | Kalomo | Mbala | Mungwi | Mkushi | Zambezi

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Digital Platforms

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Facebook & LinkedIn:

@Bayport Financial Services Zambia

Instagram:

Bayport Financial Services ZM
(@bayport_zambia)

04 ESG Strategy

Bayport Zambia's ESG Strategy provides the framework through which environmental, social and governance considerations are embedded into our business strategy, operations, risk management processes and decision-making. It reflects our commitment to creating sustainable long-term value for customers, employees, shareholders, regulators and the communities we serve.

Our strategy is centred on three interconnected pillars: **Our Business, Our Customers and Our People.**



These address the environmental, social and governance issues most material to our business and stakeholders. These pillars guide our priorities, shape performance objectives and enable us to contribute meaningfully to Zambia's sustainable development agenda while strengthening organisational resilience and responsible growth.

Throughout 2025, we continue to strengthen ESG governance, enhance responsible lending practices, promote financial inclusion, invest in our people and maintain a culture founded on ethical business conduct, accountability and transparency.

ESG Pillars and Material Topics



Our Business

Strategic Focus: Building a resilient, ethical and responsible financial institution through strong governance, effective risk management and operational excellence.

Material Topics:

- Regulatory Compliance
- Business Ethics & Anti-Bribery
- Corporate Governance
- Enterprise Risk Management
- Stakeholder Transparency
- Internal Assurance
- Responsible Procurement
- Climate & Environmental Management



Our Customers

Strategic Focus: Delivering responsible financial solutions that improve financial wellbeing while protecting customer rights and expanding access to finance.

Material Topics:

- Financial Inclusion
- Responsible Lending
- Customer Privacy & Data Protection
- Customer Experience
- Financial Literacy
- Product Innovation
- Consumer Protection



Our People

Strategic Focus: Creating an inclusive, safe and high-performing workplace that attracts, develops and retains talent.

Material Topics:

- Employee Engagement
- Diversity, Equity & Inclusion
- Learning & Development
- Health, Safety & Wellbeing
- Talent Attraction & Retention
- Employee Experience

2025 ESG KPI Performance - Impact Summary

In 2025 Bayport Zambia consolidated its reach and stakeholder impact.. Customer numbers grew substantially, access to finance for women remained above target, gender representation remained strong across the organisation and stakeholder engagement expanded significantly. At the same time, low voluntary attrition and increased investment in employee development point to a stable workforce, while CSI initiatives more than doubled from 9 in 2024 to 20 in 2025, representing a 122% increase and reinforcing Bayport’s commitment to creating positive social impact in the communities we serve.



Growth

Customer numbers grew significantly, reflecting strong market demand and expanded reach.



Inclusion

Access to finance for women remained above target and gender representation stayed strong.



People

Low attrition and higher investment in training continue to build a stable and capable workforce.



Community

Stakeholder engagement expanded and CSI initiatives more than doubled, creating greater social impact.

1 Net New Customers

2024	2025	YoY Change	Status
413	3,481	+742%	Achieved

2 Women on Loan Book

2024	2025	YoY Change	Status
39.8%	41.77%	+1.97pp	Achieved

3 Female Workforce

2024	2025	YoY Change	Status
46%	46%	Stable	Maintained strong representation

4 Female Board

2024	2025	YoY Change	Status
63%	60%	-3pp	Maintained strong representation



Stability

We continue to build a stable, engaged and capable organisation with improving workforce trends.



Learning

Investing in our people through training and skills development drives capability and performance.



Partnerships

Stronger engagement with funders and partners fuels growth and greater impact at scale.



Social Impact

Our CSI initiatives double, creating meaningful and lasting impact in the communities we serve.

1 General Staff Attrition

2024	2025	YoY Change	Status
1.7%	1.0%	Improved	Achieved

2 Staff Training

2024	2025	YoY Change	Status
4.7 hrs	5 hrs	+6.4%	Achieved

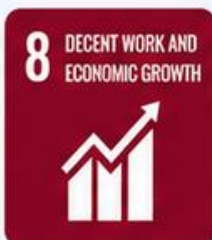
3 Funder Engagement

2024	2025	YoY Change	Status
45	50	+11.1%	Exceeded

4 CSI Initiatives

2024	2025	YoY Change	Status
9	20	+122.2%	Exceeded

Bayport continues to translate ESG commitments into measurable outcomes for customers, employees, communities and stakeholders.



Impact Areas & Alignment with UN SDGs

In 2025, **Bayport in Zambia** continued to strengthen its commitment to creating sustainable value for customers, employees, communities, investors and regulators. Through responsible financial services, sound governance and targeted community investments, we advanced financial inclusion, expanded economic opportunities and contributed to Zambia's sustainable development agenda.

Our ESG approach is integrated into our business strategy and aligns with the [United Nations Sustainable Development Goals \(SDGs\)](#), with our work contributing primarily to:



SDG 1 – No Poverty

Expanding access to responsible credit and financial services that improve household resilience and livelihoods.



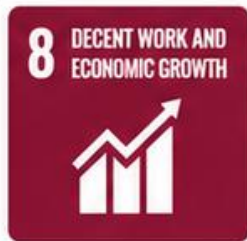
SDG 4 – Quality Education

Investing in financial literacy through Bayport Academy, educational scholarships and community learning initiatives.



SDG 5 – Gender Equality

Promoting women's economic empowerment through inclusive lending, the 2X Challenge, workplace diversity and programmes supporting girls' education and wellbeing.



SDG 8 – Decent Work and Economic Growth

Creating employment opportunities, strengthening financial inclusion and supporting entrepreneurship through responsible lending.



SDG 9 – Industry, Innovation and Infrastructure

Expanding digital financial services through online loan applications, mobile banking and technology-enabled customer solutions.



SDG 10 – Reduced Inequalities

Providing accessible financial products that promote inclusion for underserved and previously excluded communities.



SDG 13 – Climate Action

Embedding environmental risk management into our business operations, strengthening climate resilience and promoting responsible resource use.



SDG 16 – Peace, Justice and Strong Institutions

Maintaining strong corporate governance, ethical lending practices, regulatory compliance and transparent ESG oversight.



SDG 17 – Partnerships for the Goals

Collaborating with development finance institutions, regulators, government agencies, educational institutions and community organisations to maximise sustainable impact.



Priority SDGs

These nine SDGs reflect the areas where Bayport can create the greatest positive impact for people, communities and the planet.



Creating Your Future Now

Throughout 2025, we deepened our impact by expanding access to finance through enhanced digital platforms, improving customer experience, strengthening ESG governance and risk management, and investing in programmes that create measurable social value for the communities we serve. These initiatives reflect our purpose of Creating Your Future Now by enabling individuals, families and businesses to build more secure and prosperous futures.





Our Business



Our Business

Governance, Responsible Business & ESG Risk Management

Bayport's approach to responsible business is underpinned by strong governance, regulatory compliance, ethical conduct, effective risk management and transparent engagement with stakeholders. These foundations support the resilience of the business, protect stakeholder interests and enable responsible growth.

2025 Highlights

 Governance Transition: New Board Chairperson appointed.	 Board Diversity: 60% female Board representation.	 Environmental Governance: Board-approved Environmental Policy.	 Regulatory Compliance: Zero violations or penalties.
 Regulatory Engagement: Strengthened regulatory engagement	 Business Integrity: Zero founded corruption-related cases.	 Risk & Controls: Zero C-rated audit reports.	 Enhanced Distribution Channels: Expanded sales reach through the introduction of a field-based agent network.
 Environmental Performance: Scope 1, Scope 2, water and paper consumption tracked.	 Cyber & Data Security: 95% cybersecurity training completion.	 Responsible Supply Chain: ESG and exclusion screening embedded in procurement.	 Transparency & Accountability: Continued GRI-aligned ESG reporting

Material Topics, **Impact & Performance**

Material Issue	Key Area of Impact	Strategic KPI	2024	2025	YoY Change	Status
Operating within the legal & regulatory environment	Regulatory compliance	Compliance violations and regulatory penalties	0	0	0	● Maintained
Bribery and corruption	Good governance	Founded cases relating to bribery, money laundering, extortion, nepotism and other forms of corruption	0	0	0	● Maintained
Good governance	Internal controls	Number of C-rated audit reports	0	0	0	● Maintained
	Board diversity	% female Board members	63%	60%	-3pp	● Maintained strong representation
	Board independence	% independent Board members	57%	50%	7pp	● Maintained strong representation
Business conduct & culture	Ethical business conduct	EthicsPoint cases closed as founded against Bayport	1	0	-1	● Improved
Stakeholder transparency	Transparent reporting	Annual GRI-aligned reporting	Yes	Yes	—	● Maintained

Governance

Board of Directors

Bayport's governance framework is designed to promote ethical business conduct, effective oversight, diversity and inclusion, and accountability to stakeholders. The Board provides strategic direction and oversight of the organisation's financial, operational, regulatory, risk and ESG responsibilities

In 2025, the Board maintained strong female representation at 60%. This followed the conclusion of Mrs Martha Akapelwa's tenure as Board Chairperson in 2024. The Board also welcomed John Chiwele, an Independent Non-Executive Director, strengthening independent oversight and bringing additional experience to the Board.

The Board comprises executive and non-executive directors with extensive experience across financial services, banking, capital markets, mining, corporate leadership and other sectors. The combination of local and international experience provides diverse perspectives to support sound decision-making and long-term value creation.

Board of Directors



Moses Chilangwa
Non-Executive Director

With over 43 years in mining, Moses Chilangwa held senior roles including Group Employee Relations Manager, Chief Services Officer, and Executive Board Chairman at Mopani Copper Mines Plc. He served Zambia Consolidated Copper Mines (1978–2000) and Mopani Copper Mines (2000–April 2021), contributing significantly to Zambia's mining industry.



Dr. John Chiwele
Non-Executive Director

Finance and accounting professional with 30+ years' experience in corporate finance, strategy, treasury, risk and business management. Former CFO and Board Director of Mopani Copper Mines, with extensive senior leadership experience. Fellow of ZICA and ACCA.



Banja Mkwanzazi
*Board Chair - Independent
Non-Executive Director*

Finance professional with 15+ years' experience across treasury and corporate banking, including senior leadership roles at Barclays Bank Zambia. Currently Executive Director of Simpart Foundation. Holds an MSc in Finance & Financial Law, LLB, BBA and ACI Financial Markets Dealers Certificate.



Chris Newson
Non-Executive Director

Chris became Group CEO of Bayport Management Limited in January 2021 after serving as a non-executive director since June 2019. He drives strategy and direction while directly overseeing Bayport South Africa, the Group's insurance business, and key functions including human capital, legal, and risk management.



Prisca Shimwambwa
*Chief Executive Officer –
Executive Director*

With over 20 years' experience in finance and audit, Prisca has served Bayport Financial Services in key roles, including CFO and Executive Director. She is currently CEO and previously held the position of Deputy Group CFO at Bayport Group in Johannesburg, South Africa.



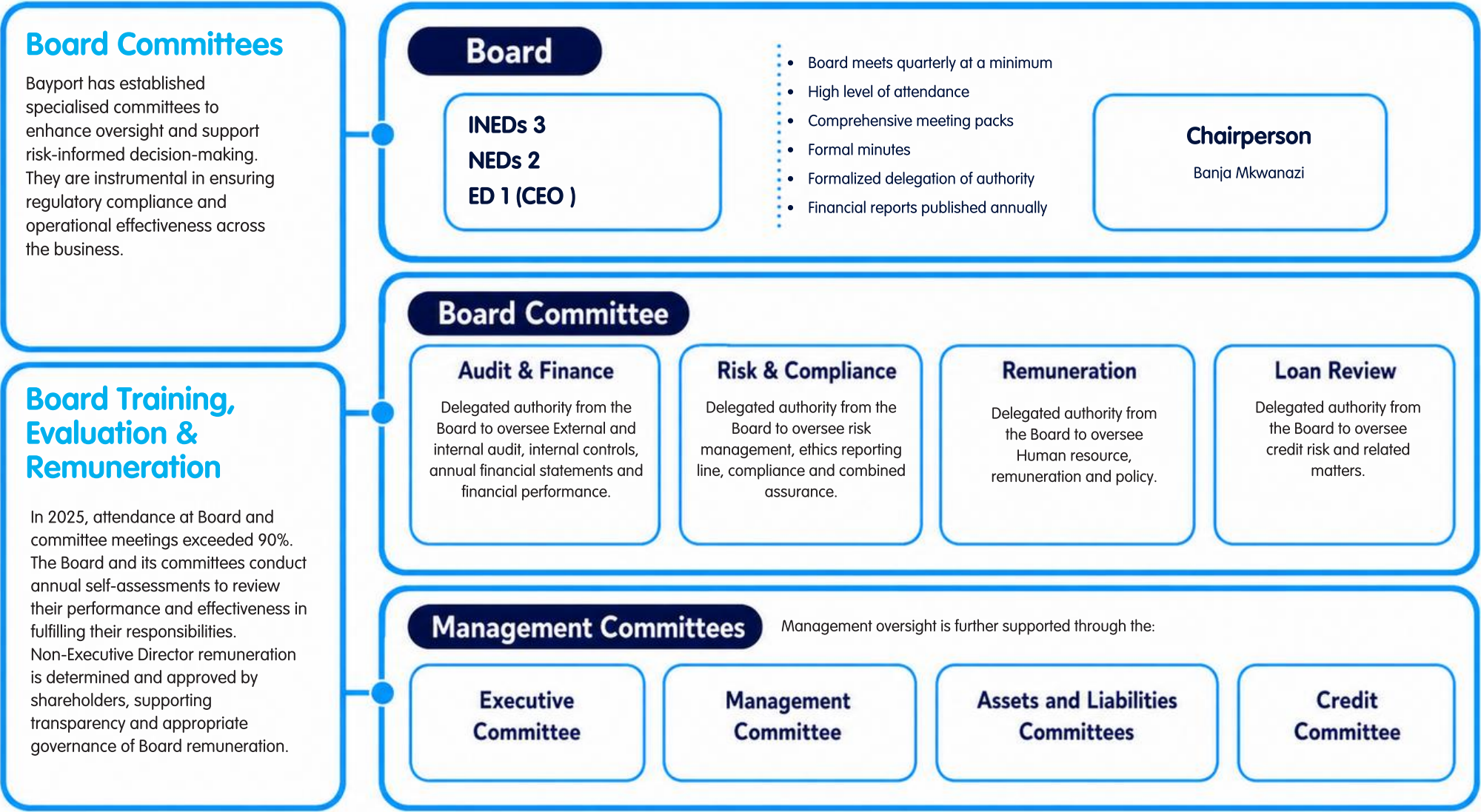
Nothando Ndebele
Non-Executive Director

Nothando joined Bayport Management Limited in April 2019 as Global Capital Markets Executive, overseeing equity and debt capital markets. In late 2020, she became Africa CEO, leading Bayport's operations across Africa (excluding South Africa) and managing the Group's investments and strategic engagements within the African region.

Board And Committee Oversight

Bayport has established specialised Board committees to strengthen oversight, support risk-informed decision-making and promote effective governance across the business.

The Board meets at least quarterly and is supported by comprehensive meeting packs, formal minutes and a formalised delegation of authority framework. Financial reports are published annually.



Executive Committee

The Executive Committee comprises senior leadership and is responsible for implementing strategies approved by the Board. The Committee monitors operational performance, regulatory compliance, ethical conduct and internal controls, supporting responsible and sustainable business growth.



Prisca Shimwambwa
Chief Executive Officer

Prisca, CEO of Bayport Financial Services Limited, has over 24 years of experience in finance and audit, including senior roles at Bayport, Deloitte, and Standard Bank. She is a Chartered Accountant, a Fellow of ZICA, ACCA, and CIMA and holds a Post Graduate Diploma in Strategy and Innovation from Saïd Business School, University of Oxford.



Japhet Munthali
Chief Financial Officer

Japhet holds an MBA from Leicester University and a Degree in Accounting from the Copperbelt University. He is a Fellow of ACCA and an Associate of ZICA with over 20 years of experience gained from the audit, banking, microfinance and renewable energy sectors.



Jonathan Njovu
Chief Change
Management Officer

Jonathan Njovu is a seasoned financial services executive with over 20 years of experience in credit risk, portfolio management, and organizational transformation across emerging markets. He holds a Bachelor of Arts in Business Administration, majoring in Financial Management, from Newport University.



Mwaka Mushota
Chief Recoveries Officer

Mwaka Mushota holds a Bachelor of Arts degree in Education from the University of Zambia and also holds a Certificate in Banking and Finance. Mwaka has over fifteen years' experience in the Financial Services sector, particularly in Microfinance.

Key Governance Policies

Our governance framework is supported by policies and standards that establish clear expectations for ethical behaviour, accountability, responsible decision-making and stakeholder protection. These include the Code of Ethics and Business Conduct and the Conflict of Interest Policy.

Code of Ethics and Business Conduct

We are committed to conducting business with integrity, fairness and professionalism. The Code of Ethics and Business Conduct applies to all directors and employees and establishes the standards expected in business decisions and interactions.

The business maintains a zero-tolerance approach to corruption, unlawful behaviour and unethical conduct. The Code reinforces the principles of integrity, diligence and accountability and provides practical guidance to help employees identify, prevent and report potential misconduct.

Conflict of Interest Policy

Bayport requires directors, employees and internal stakeholders to act in the best interests of the organisation and to identify, disclose and appropriately manage actual or potential conflicts of interest.

Employees are required to declare existing or potential conflicts of interest at least annually. Declarations are reviewed with the CEO and relevant executives, with a central register maintained to

record declarations, assessments and agreed management actions.

Service providers are also encouraged to adopt comparable standards, extending transparency and accountability across the value chain.

Compliance

Compliance with Legal and Regulatory Frameworks

Bayport maintains a strong commitment to compliance with applicable laws, regulations and standards. Policies, procedures, controls and response mechanisms are established to identify and address compliance matters in a timely manner.

In 2025, Bayport recorded zero compliance violations and regulatory penalties, while regulatory engagement increased from 5 engagements in 2024 to 13 in 2025.

Environmental Compliance and Management

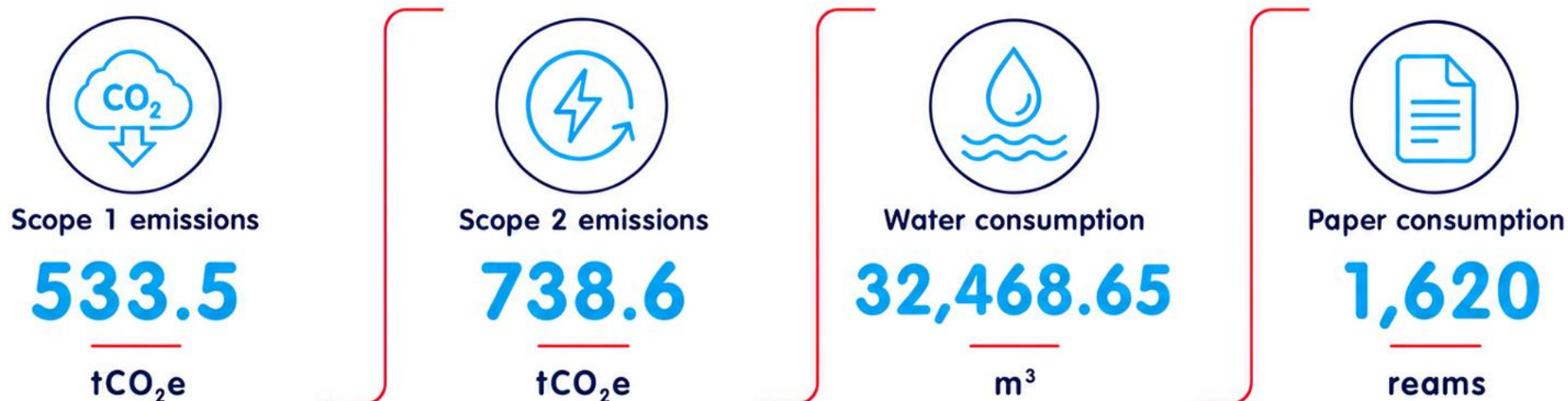
Bayport's Environmental and Social Management System (ESMS), aligned with IFC Performance Standard 1, provides a structured framework for managing environmental and social risks and impacts. The framework incorporates nine interrelated elements supporting the assessment, management and continuous improvement of environmental and social performance.

The ESMS extends beyond regulatory compliance by promoting responsible business practices, transparency, accountability and greater awareness of environmental and social considerations across the value chain.

Bayport ensures that applicable projects and activities are assessed against relevant legislation, exclusion lists, IFC Performance Standards and World Bank Group guidelines. The organisation also considers relevant ILO conventions, human rights principles and client protection requirements within its ESG commitments.

While Bayport's direct environmental footprint is relatively limited, the business continues to identify opportunities to reduce its environmental impact. These include diversifying energy sources through alternative solutions, including the installation of inverters and solar systems at selected branches.

2025 Environmental Baseline



The establishment of this baseline provides a foundation for introducing environmental performance metrics and progressively strengthening environmental targets over the next five years of Bayport's ESG journey.

Compliance with Labour Laws and Regulations

Compliance with labour and social legislation is fundamental to protecting human rights, promoting fair employment practices and fostering an inclusive workplace.

Bayport is committed to providing safe working conditions, equitable remuneration and benefits, and a workplace free from discrimination and harassment. These practices support employee wellbeing, strengthen engagement and productivity, and reinforce Bayport's position as a responsible employer.

Environmental Policy

In 2025, Bayport formalised its commitment to environmental stewardship through the adoption of its Environmental Policy, establishing a framework for integrating environmental considerations across our operations and business activities.

This policy embeds environmental responsibility into decision-making and sets the stage for improving our environmental performance and reducing our operational footprint.

Ethical Business Conduct & Financial Crime Prevention

Strong governance structures guide ethical decision-making, manage conflicts of interest and protect stakeholder interests. These controls contribute to investor confidence, sustainable capital mobilisation and long-term value creation.

The Board and Executive Management hold overall responsibility for ethical leadership and for ensuring that appropriate systems are in place to prevent financial crime and manage regulatory risks.

Bayport's compliance framework incorporates programmes covering:

- Anti-Bribery and Corruption (ABC)
- Anti-Money Laundering (AML)
- Counter-Terrorist Financing (CTF)
- Fraud prevention and detection
- Customer Due Diligence (CDD)

The Compliance function implements and monitors these programmes, providing guidance, training, and oversight across the business.

Employees are required to uphold ethical standards, comply with applicable laws and report concerns through established channels, including an independent and confidential whistleblowing mechanism. Suspicious or unusual transactions are reported to the relevant authorities in accordance with regulatory requirements.

Business units are subject to internal audits and risk assessments that consider ethics, fraud risks and potential misconduct. Ethical considerations are incorporated into the audit approach, while mandatory compliance training reinforces employees' ability to identify and respond to financial crime risks.

Anti-Financial Misconduct and Ethics

Anti-Money Laundering

Bayport maintains a comprehensive AML and CTF framework designed to meet regulatory requirements, industry standards and recognised good practice.

Customer Due Diligence is a core component of the framework, enabling Bayport to understand its customers and the nature of their transactions and to identify potentially suspicious activity.

Suspicious or unusual activity is monitored and escalated through established processes. Oversight is provided by the Compliance Unit, which reviews and escalates cases where required.

AML training is mandatory for employees, supporting consistent awareness and application of financial crime controls across the organisation.

Fraud Prevention and Management

Bayport's Fraud Policy defines fraudulent and unethical conduct, reporting mechanisms and the consequences of proven misconduct. Effective fraud management helps protect customers, employees and investors from financial loss and reputational risk.

The Risk and Compliance Committee receives reports on significant incidents with potential financial or reputational impact, supporting appropriate oversight and corrective action.

Fraud investigations are conducted using established investigation and evidence-gathering procedures, guided by organisational values and professional standards. Where appropriate, matters are escalated for legal action.

These programmes strengthen employee awareness, support regulatory compliance and reinforce a culture of shared responsibility for ethical conduct and risk management.

In 2025, two dedicated fraud-awareness training sessions were delivered, achieving staff completion rates of over **80%**.



Grievance Mechanisms & Whistleblowing

Customers

Bayport maintains accessible channels through which customers can raise concerns and complaints. These include:

- Toll-free call centre: 7878
- Email: queries@bayport.co.zm
- In-person engagement at Bayport branches and offices

Contact details are included in marketing materials to promote accessibility and visibility. Customer service teams are trained to handle complaints fairly, consistently and in a timely manner.

Employees and Stakeholders

Bayport maintains formal grievance procedures through which employees can raise concerns relating to potential policy breaches, workplace matters or standards violations.

Whistleblowing - EthicsPoint

Bayport operates an independent whistleblowing channel through NAVEX EthicsPoint, a third-party service accessible 24/7 by telephone and web. Employees, suppliers and other stakeholders can report concerns confidentially and, where preferred, anonymously.

Reports submitted through EthicsPoint are referred to Internal Audit for investigation in accordance with established protocols. Whistleblowers are protected against retaliation, while oversight of the process rests with the Board through the Audit, Risk and Compliance Committee.

In 2025, 97% of employees completed EthicsPoint and whistleblowing training.

Risk Management

Bayport applies structured risk management systems to identify, assess, manage and monitor risks in line with regulatory requirements and industry standards. The framework considers both financial and social risks associated with lending activities.

Responsible credit assessment supports the prevention of over-indebtedness, while financial literacy initiatives help customers make informed financial decisions.

Risk Appetite and Tolerance

Bayport's risk management framework defines clear levels of risk appetite and tolerance. Risk appetite establishes the level of risk the business is prepared to accept in pursuit of its objectives, while risk tolerance defines the maximum level of risk the organisation can absorb without compromising its strategic objectives.

Resources, controls and mitigation measures are aligned with the approved risk appetite across business areas.

Risk Governance and Structure

Risk management is embedded throughout the organisation, from strategic decision-making to day-to-day operations. Ultimate accountability rests with the Board, supported by the Audit & Finance Committee and Risk & Compliance Committee.

These committees meet at least quarterly to review material risks, monitor the effectiveness of controls and agree appropriate mitigation actions.

The framework covers strategic, operational, financial, market, liquidity, credit and insurance risks, supporting an integrated approach to organisational resilience.

Environmental and Social Risk Management

Environmental and social risks are identified and assessed at least quarterly, and more frequently where regulatory changes or emerging risks require enhanced monitoring. ESG risk appetite metrics, aligned with the principles of the UN Global Compact, are tracked and reported monthly.

The assessment considers:

- **Environmental:** policies and procedures, energy efficiency and responsible use of resources.
- **Social:** responsible leadership and accountability, labour and human rights, occupational health and safety, consumer protection and ethical practices.

E&S considerations are embedded within the loan appraisal process. Applicants are required to declare the intended purpose of financing, while the Harmonized European Development Finance Institutions (EDFI) Exclusion List serves as a key reference, particularly for co-financed projects.

Applications associated with excluded activities, including forced or child labour, gambling, and oil exploration and production, are automatically declined in line with Bayport's exclusion criteria and responsible lending commitments.

Tax Governance

Bayport's tax governance framework establishes clear responsibilities for the Tax function and relevant business and support units. The Chief Financial Officer oversees implementation of Board-approved tax governance requirements and management of tax-related risks.

Tax policies and standards are reviewed and approved by the Board and cover key areas including corporate tax, withholding tax, transfer pricing and employee-related taxes. Policies are reviewed at least every three years, or as required to reflect legislative and strategic changes.

Bayport's approach to tax is guided by:

- **Compliance** - meeting all applicable tax obligations.
- **Tax planning** - undertaking transactions with genuine commercial and economic substance.
- **Long-term perspective** - considering regulatory and economic developments.
- **Risk management** - identifying, assessing and mitigating tax risks.
- **Consistency** - maintaining accurate and consistent tax reporting.
- **Documentation** - maintaining appropriate records and supporting documentation.
- **Flexibility** - adapting to changes in legislation and economic conditions.
- **Ethical standards** - committed to responsible and ethical tax planning, avoiding aggressive or abusive tax practices and protecting stakeholder trust.

Supply Chain Management

Responsible Procurement

Bayport's Procurement Policy establishes requirements for responsible sourcing, ethical supplier relationships and effective procurement controls.

The policy is designed to:



Achieve value for money through ethical relationships with reliable and reputable suppliers.



Minimise procurement-related risks.



Promote fairness, transparency, competition and cost efficiency.



Ensure compliance with applicable legislation and Bayport standards.

Supplier Due Diligence

Due diligence is conducted on prospective third parties to identify sanctioned individuals and politically exposed persons before business relationships are established. This extends to beneficial owners of sole proprietorships and partnerships.

Supplier Selection

Supplier selection and approval are governed by defined approval levels and segregation of duties. Suppliers are assessed against criteria including quality, pricing, service delivery and commercial and technical requirements.

The selection process is aligned with Bayport's ESG Policy, applicable environmental and social regulations and relevant Zambian legislation. Suppliers are also screened against Bayport's exclusion list to prevent engagement with businesses involved in prohibited activities.

Supplier Spend

Supplier Payments	ZMW
Total payments to supplier organisations and individuals	48,061,231.35
Payments to local suppliers	39,849,800

54.7% of total supplier payments were made to local suppliers in 2025.

Information Security and Data Privacy

Cybersecurity and Data Privacy

Bayport's cybersecurity policies and frameworks are aligned with recognised international practices, including NIST and ISO 27001.

Our cybersecurity approach is built around three core principles:

- **Confidentiality** - ensuring information is accessed only by authorised individuals.
- **Integrity** - preserving data accuracy and the reliability of processing methods.
- **Availability** - ensuring information is accessible to authorised users when required.

Four key capabilities support the cybersecurity framework:

1. **Detection** - identifying potential threats at an early stage.
2. **Protection** - implementing preventive controls against unauthorised access.
3. **Response** - promptly addressing and mitigating security incidents.
4. **Recovery** - restoring normal operations following a cyber event.

Bayport maintains formal incident response procedures and conducts quarterly cybersecurity awareness programmes to strengthen employee vigilance and organisational resilience.

In 2025, employees achieved:

- 95% completion of Cybersecurity Fundamentals training.
- 95% completion of Malware & Social Engineering training.

These programmes strengthen employees' ability to identify and respond to cyber threats, reduce exposure to information-security risks and reinforce shared accountability for protecting customer and organisational information.

Data Privacy

Protecting customer information is fundamental to maintaining trust in an increasingly digital financial services environment. Bayport's data privacy practices are designed to comply with applicable data protection requirements and recognised international standards.

Key controls include:

- Multi-factor authentication.
- Advanced threat detection and endpoint monitoring.
- Data encryption and strict access controls.
- Layered security architecture to protect sensitive customer information.

IT and the Environment

Bayport recognises the environmental impacts associated with technology and manages IT assets responsibly throughout their lifecycle.

- Environmentally friendly disposal - end-of-life IT equipment is disposed of through certified e-waste recyclers.
- Data sanitisation - devices are securely wiped or destroyed before disposal to protect sensitive information.
- Reuse and refurbishment - where possible, equipment is refurbished for continued use or donated to community initiatives.
- Minimising footprint - energy-efficient IT infrastructure and cloud solutions are used to reduce waste and environmental impact.

Stakeholder Engagement

In 2025, Bayport Zambia undertook 89 stakeholder engagements across regulators, government institutions, funders, employers, employees and other strategic stakeholders, supporting ongoing dialogue, accountability and relationship building

Stakeholder feedback informs decision-making and helps ensure that initiatives remain aligned with financial inclusion and responsible lending principles. Structured engagement supports trust, accountability and responsiveness while helping Bayport identify, avoid or minimise potential negative impacts associated with its operations.

How We Engage

Bayport maintains open and transparent communication with stakeholders who may be directly or indirectly affected by its activities. Engagement approaches are tailored to stakeholder needs while being guided by Bayport's values and The Bayport Way.

Our stakeholder engagement approach is intended to:

- Strengthen trust and long-term relationships.
- Improve responsiveness to stakeholder needs.
- Support shared value creation.
- Identify and manage potential negative impacts.
- Strengthen accountability and sustainable outcomes.

07 Our Customers



Our Customers

Financial inclusion is about more than providing credit. It is about expanding opportunity, building resilience and enabling individuals, families and communities to shape better futures.

Throughout 2025, Bayport strengthened responsible access to finance while investing in customer financial capability and community development. The Company expanded its reach to underserved communities through the opening of 19 agency centres, while continuing to provide last-mile access to financial services through its mobile services.

Through initiatives such as Bayport Academy, alongside continued investment in education, healthcare and community wellbeing, Bayport continued to create shared value and advance its commitment to creating your future now.

2025 Highlights

19

agency centers nationwide

Expanded field agent reach



Creating Access to Financial Opportunity

Expanded reach via field agent network established across 19 locations nationwide

42%

of all loan originations

Women exceeded the 40% target



Advancing Gender Inclusive Finance

Rolled out EmPower Her loan product for women in mining & defense

12,850

beneficiaries supported 20 CSI programs

Reached through healthcare, learning and community initiatives



Social Value Creation

12,850 beneficiaries supported across 20 CSI programs

2025 Highlights

2x

Challenge

Social value creation



Gender Inclusive Finance

Women accounted for 42% of all loan originations, exceeding the 40% target.

Bayport Academy

launched

Free online financial literacy platform



Financial Literacy

Launch of Bayport Academy
Strengthened financial capability through our free online financial literacy platform.

100%

fully funded University of Zambia scholarships

Supporting educational opportunities



Social Value Creation

Eliminating economic obstacles for underserved youth through 100% fully funded University of Zambia students scholarships

Material Topics, **Impact & Performance**

Material issue	KPI	2024 Performance	2025 Performance	YoY Change	Status
 Access to finance & inclusion	Digitally originated loans as a % of total issued loans	44.6%	60%	+15.4pp	● Improved
 Access to finance & inclusion	% female customers on loan book	39.8%	42%	+2.2pp	● Improved
 Access to finance & inclusion	% of loans originated by women	42.2%	42%	-0.2pp	● Maintained
 Financial protection & customer privacy	Client protection pathway certified	Gold certified	Gold certified	Maintained	● Achieved

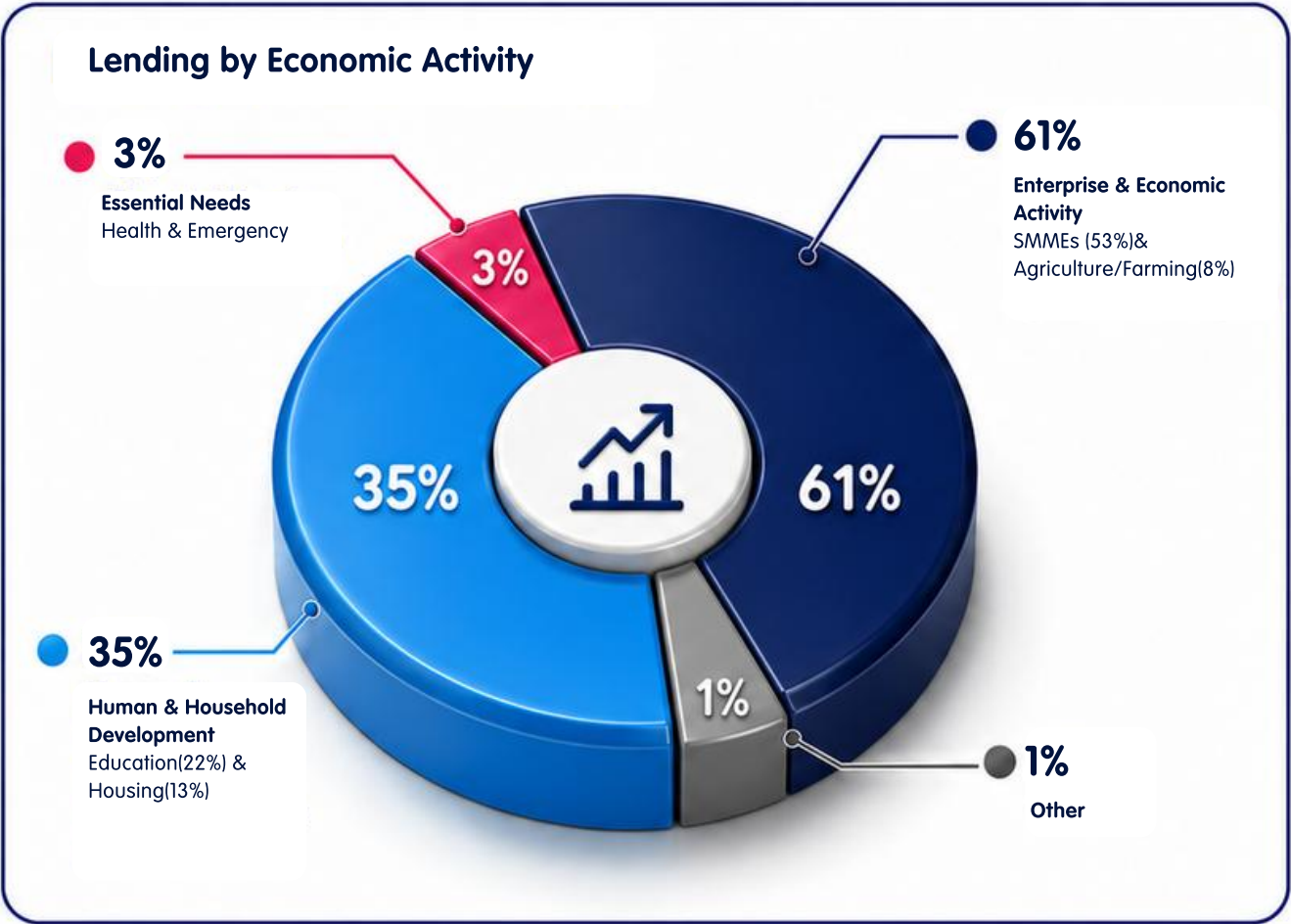
Material Topics, **Impact & Performance**

Material issue	KPI	2024 Performance	2025 Performance	YoY Change	Status
 Financial inclusion & economic empowerment	Employer engagements	8	25	+212.5%	● Significantly exceeded
 Financial awareness and wellness	Launch of financial literacy portal	—	100%	—	● Achieved
 Social, environmental and economic development of local communities	CSI - number of initiatives	9	20	+122.2%	● Significantly exceeded
 Social, environmental and economic development of local communities	Number of beneficiaries	9,461	12,850	+35.8%	● Significantly exceeded

Loan Usage & Development Impact

Directing Finance Towards Economic Activity, Human Capital & Resilience

In 2025,our loan portfolio demonstrated a strong alignment between capital deployment and real-economy outcomes, with a cumulative 96% of lending directed towards economic activity, human capital and household development. This positioning supports Bayport Zambia’s broader commitment to inclusive economic participation and responsible finance, while providing a strong foundation for continued engagement with development finance partners seeking measurable social and economic impact.



Financing Enterprise & Economic Participation

61% of lending was directed towards productive economic activity, comprising 53% to SMMEs and 8% to agriculture/farming. This represents a significant contribution to enterprise activity, livelihoods and local economic participation, reinforcing Bayport’s role in supporting customers beyond consumption-based financing.



Investing in People & Household Resilience

A further 35% of lending supported education and housing, reflecting the role of finance in enabling investment in human capital, household development and longer-term financial resilience. Education alone accounted for 22% of lending, highlighting the importance of accessible finance in supporting educational opportunities.



Supporting Essential Needs

3% of lending supported health and emergency needs, providing customers with access to finance for essential and unforeseen expenses.

Creating Access to Financial Opportunity

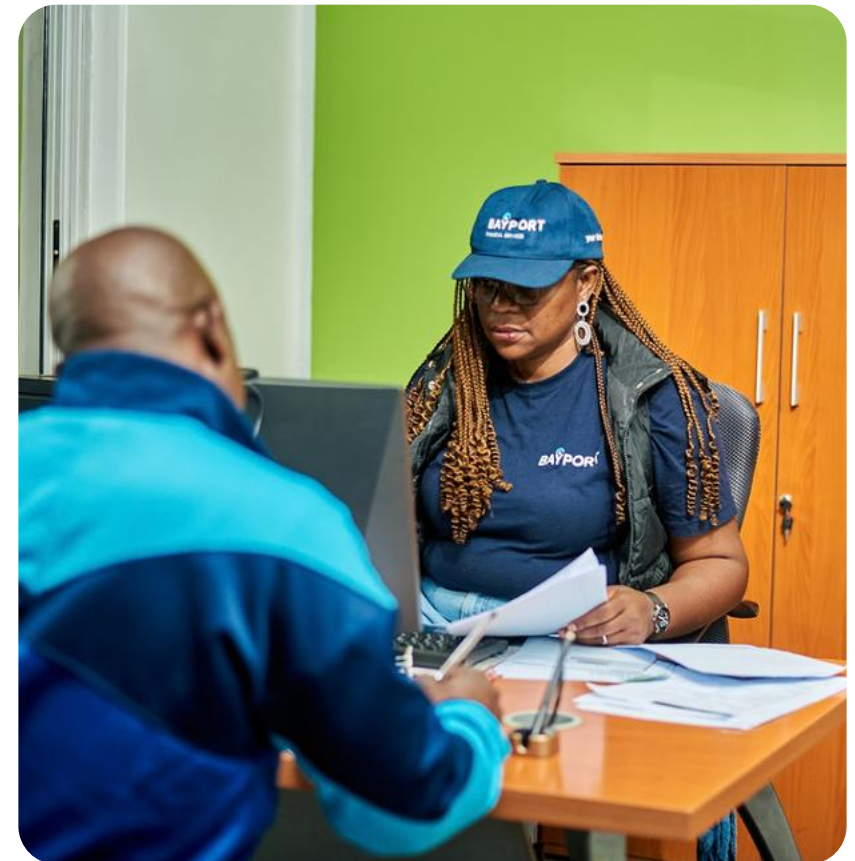


Bayport continued to strengthen financial inclusion by expanding access to responsible finance beyond traditional branch-based channels. Following the introduction of the field agent model in April 2024, the business significantly scaled its field-based distribution network, extending its reach to 19 locations nationwide and bringing financial services closer to customers in underserved and emerging markets.

Customer growth accelerated throughout the year, supported by new employer partnerships, an enhanced agency model and strengthened field operations. The expansion of the agent network increased Bayport's ability to serve customers closer to where they live and work, while supporting more efficient and accessible loan origination.

The field agent network grew from 40 agents to close to 205 agents by year-end, representing more than a fivefold increase in distribution capacity over the year. This expanded footprint contributed to a 23.8% quarter-on-quarter increase in loan value, reaching K84.9 million in Q4 across 1,364 loans.

The growth demonstrates the potential of Bayport's distribution model to deepen financial inclusion by reducing geographic and access barriers to formal financial services. The combination of employer partnerships and field-based distribution also enables Bayport to reach a broader customer base while maintaining structured origination processes and responsible lending standards.

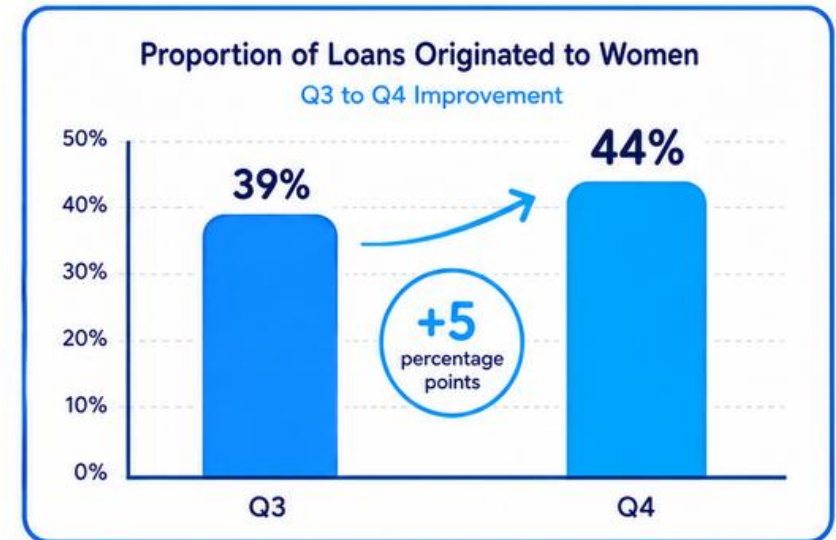


Advancing Gender-Inclusive Finance

As part of its commitment to gender-inclusive financial access and aligned with the objectives of the 2X Challenge, Bayport introduced EmPower Her, a discounted loan product designed to improve access to finance for women working in traditionally male-dominated sectors, including mining and defence.

The product contributed to a meaningful increase in women's share of loan originations. The proportion of loans originated to women increased from 39% in Q3 to 44% in Q4, representing a 5-percentage-point quarter-on-quarter improvement and reinforcing Bayport's progress in expanding gender-inclusive access to finance.

Beyond product uptake, EmPower Her demonstrates Bayport's approach to using targeted product design and pricing incentives to address barriers to women's access to formal finance, particularly in sectors where women remain underrepresented.



Customer Impact: **From Access to Opportunity**

Behind Bayport's financial inclusion figures are customers who use access to finance to invest in businesses, productive assets, housing, and education. The following customer stories illustrate how responsible access to credit can translate into tangible outcomes for households and local economies.

01 | Alinah Jere

Building Multiple Income Streams Through Enterprise

Alinah Jere, accessed financing to invest in a portfolio of income-generating activities.

Her investments included the construction of shops for rental, expansion of a car wash business, acquisition of a plot and investment in farming inputs. She is also in the process of acquiring a hammer mill, representing a further potential expansion of her productive assets and income-generating capacity.

Rather than relying on a single source of income, Alinah's investments demonstrate how access to finance can enable customers to diversify their economic activities and build productive assets alongside formal employment.

Her story illustrates the potential of responsible finance to support enterprise development, livelihood diversification and local economic participation, particularly in communities where small businesses and agricultural activities are important sources of economic activity.

02 | Munalula Inambao

Expanding Access to Essential Goods in a Rural Economy

Munalula Inambao, is based in a Nkeyema district, rural western province accessed financing to establish and develop a hardware business.

The investment enabled Munalula to pursue an enterprise alongside formal employment, creating an additional commercial activity within the local community. The hardware business can also provide customers in surrounding communities with greater access to building and maintenance materials closer to where they live, supporting local economic activity.

Munalula's story demonstrates how access to finance can support income diversification and small-business development beyond major urban centres, while contributing to the availability of goods and services within local communities.

Customer Impact: **From Access to Opportunity**

03 | Prudence Mwamba

Supporting Women's Enterprise and Children's Education

Prudence Mwamba, accessed financing that was invested in a clothing business, including school-wear and men's-wear retail, while also supporting the education of her two children at university level.

Prudence's story illustrates how access to finance can support multiple dimensions of household economic wellbeing, enabling investment in an income-generating enterprise while helping a family meet significant education costs.

Her story highlights the broader role of finance in advancing women's economic participation, supporting enterprise development and creating opportunities that can benefit future generations.

04 | Sebastian Mwewa

Investing in Education and a Family Home

Sebastian Mwewa is a hardworking, dedicated father of seven. He accessed financing, which he used to support his children's education while also progressing the construction of a family home.

For a household supporting a large family, access to appropriately structured finance provided an opportunity to address immediate education needs while simultaneously investing in a longer-term household asset.

Sebastian's story demonstrates the role of financial access in supporting human capital development and household resilience, enabling customers to invest in their families while progressing towards greater asset ownership.

Customer Privacy & Data Security

Protecting Customer Information and Trust

Customer trust depends on the responsible management of personal information. In 2025, Bayport strengthened its approach to customer privacy and data protection through enhanced governance, regulatory alignment and organisation-wide awareness. These efforts focused on ensuring that customer information is collected, handled and protected responsibly, while strengthening employee accountability for data protection.

A key milestone was Bayport's registration with the Data Protection Commission and attainment of a valid Data Protection Certificate, reinforcing the organisation's compliance with applicable data protection requirements. The Data Protection Policy was also comprehensively reviewed and enhanced, strengthening controls around the management and protection of customer information.

Building a Culture of Data Responsibility

Recognising that effective data protection extends beyond policies and systems, Bayport continued to build employee awareness and capability. All employees received data protection training, covering privacy principles, responsible data handling and individual responsibilities. KYC training was also provided across the organisation, reinforcing the importance of accurate customer identification and responsible collection and use of customer information.

Through Bayport Academy, three compliance learning modules covering Anti-Money Laundering (AML), Know Your Customer (KYC) and Data Protection further supported practical application of regulatory and customer protection requirements.

Strengthening Assurance

Ongoing monitoring, guidance and awareness activities throughout the year supported the consistent application of data protection requirements

across the business. Together, these measures strengthened Bayport's data governance framework and reinforced accountability, responsible information management and customer trust as integral elements of responsible financial services.

2025 DATA PROTECTION & PRIVACY ENHANCEMENTS



DPC Registered

Formal registration with the Data Protection Commission



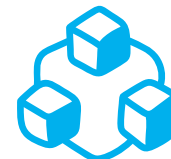
1 Data Protection Certificate

Valid certificate confirming compliance with applicable data protection legislation



100% Staff Training

Data protection & KYC awareness across the workforce



3 Academy Modules

AML • KYC • Data Protection



Policy Strengthened

Data Protection Policy reviewed and enhanced with strengthened client-data controls

Customer Experience

Responsible marketing and sales practices remained a priority. All customer-facing communications are subject to internal review and approval to promote accuracy, transparency and regulatory compliance, supported by a no-aggressive-selling policy and regular training for sales and customer-facing teams.

Customer verification calls form part of quality assurance processes, helping confirm that loan terms were clearly explained, customers had sufficient information to make informed decisions, and no undue pressure was applied.

Training, including engagement with the Consumer Protection Commission, further strengthened awareness of customer rights and fair treatment.

Bayport also strengthened its mechanisms for listening and responding to customers. The Customer Complaints Management Policy and reporting processes were enhanced, including clearer visibility of the toll-free customer service channels across customer communications.

A Customer Relationship Management (CRM) system was implemented to improve the management and resolution of inquiries and complaints, while a quarterly Net Promoter Score (NPS) customer satisfaction programme was introduced in Q3 to measure customer experience and identify opportunities for improvement. All complaints were managed within applicable Bank of Zambia timelines, with no material regulatory investigations or enforcement actions relating specifically to marketing or sales practices during the year.

Client Protection & Well-being

Bayport's commitment to responsible finance is grounded in the Client Protection Principles, which safeguard customer rights, promote transparency and support customers' financial well-being. These principles guide our approach to product design, responsible lending, ethical marketing, customer privacy, fair treatment and effective complaints resolution.

Bayport is Gold Certified by MFR, an independent global specialist in financial inclusion and responsible finance that assesses financial service providers against recognised client protection standards.

The certification reaffirms our position among organisations demonstrating strong client protection practices and provides independent assurance of our commitment to responsible lending, fair and transparent customer engagement, and the protection of customers throughout their relationship with Bayport.

Our commitment to customer protection includes:

- Designing appropriate and affordable financial products;
- Preventing customer over-indebtedness;
- Promoting fair, transparent and non-aggressive sales practices;
- Clearly communicating loan terms and conditions;
- Applying fair, non-discriminatory and market-based pricing;
- Protecting customer data and privacy; and

Maintaining accessible and effective complaints resolution mechanisms.

Gold-level certification is more than a recognition. It is a reflection of our continued commitment to putting customers first and upholding the highest standards of client protection.

Corporate Social Initiatives (CSI) - **Extending Impact Beyond Finance**

In 2025, Corporate Social Initiatives (CSI) extended the organisation's social impact beyond financial services, reaching 12,850 beneficiaries through 20 initiatives. The programme focused on areas closely linked to community wellbeing and opportunity, with education accounting for 67.3% of total CSI investment, followed by community and institutional partnerships (24.8%), infrastructure development (7.5%) and health (0.5%).

Education remained the largest area of investment, with USD 27,338.23 (approximately K516,067) directed towards initiatives that support access, participation and progression in education.

This included continued full academic sponsorship for 11 vulnerable University of Zambia students, the provision of 120 pairs of school shoes to primary school learners, and three feminine hygiene workshops equipping learners with practical skills to produce reusable sanitary towels and helping to address barriers to continued school participation.

Investment in health and wellbeing complemented this focus. Support towards the renovated Maina Soko Pediatric Wing contributed to strengthening the environment for paediatric health services, while community wellness initiatives, including the Zambia Army Buffalo Run, Zambia National Service Eagles Marathon activation in Kitwe and the Lusaka marathon promoted fitness, participation and healthy lifestyles.

Strengthening Community Partnerships

Community and institutional partnerships accounted for 24.8% of CSI investment, reflecting engagement with institutions and community structures that contribute to social cohesion and local development. Initiatives included support for community programmes affiliated with the Zambia Defence Force and the Zambia National Union of Teachers, as well as support for the Nc'wala Traditional Ceremony, including a courtesy engagement with HRH Chief Mpezeni of the Ngoni people of Eastern Province.

Together, these initiatives reflect a partnership-led approach to community investment, combining targeted social support with longer-term investments in education, wellbeing, institutional engagement and community development.

CSI Highlights



1. Feminine Hygiene Donation



2. Refurbished Maina Soko Pediatrics Ward Handover



3. School Shoe Donation



4. Courtesy Call to HRH Chief Mpezeni during the 2025 Ncwala Ceremony



5. Community Support Cheque Handover

CSI Investment at A Glance



Education

67.3%

K516,067

(USD27,338.23)



Sponsorships &
Community Partnerships

24.8%

K189,989

(USD10,064.50)



Infrastructure
Development

7.5%

K57,346

(USD3,037.84)



Health

0.5%

K3,952

(USD209.36)



Total
CSI Spend

100.0%

ZMW 767,354
(USD 40,649.93)





Our People



Our People

Investing in Our People

Our people remain central to the organisation's ability to deliver sustainable value to customers, communities and other stakeholders.

In 2025, the focus remained on building an inclusive, capable and engaged workforce, while strengthening employee development, internal mobility and the overall employee experience.

2025 Highlights

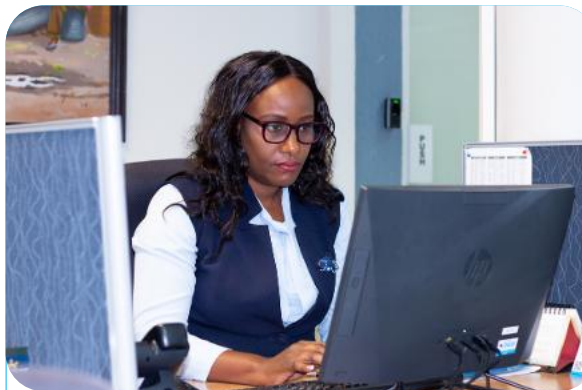
3.3%
Workforce Growth



Expanding Workforce Capacity

With 376 employees, workforce growth strengthened organisational capacity to support business priorities.

46%
46% Female Workforce



Gender Representation

Gender representation remained strong, including balanced representation at executive level.

50%
of Promotions to Women



Inclusive Progression

Women received more than half of all promotions, supporting equitable career advancement.

2025 Highlights

2.4%

Reduction in Turnover



Strengthened Workforce Stability

Employee exits reduced overall year-on-year turnover from 4.12%(2024) to 2.4%, (2025) supporting workforce continuity.

60

New Hires



Workforce Renewal

Increased recruitment strengthened organisational capacity and workforce renewal.

55%

Female Middle Management



Strong Leadership Pipeline

Women continued to hold the majority of middle-management roles, supporting future leadership development.

485

Training Participants



27 Programmes

Employee development continued through 27 training programmes during the year and an average of 5.0 Learning Hours per Employee.

Material Topics, **Impact & Performance**

Material Issues	Key areas of Impact	Strategic KPIs	2024	2025	YoY Change	Status
Diversity, equity & inclusion	Diverse, equal teams	% female - total	46%	46%	-	● Maintained
Diversity, equity & inclusion	Diverse, equal teams	% female – executive management	50%	50%	-	● Maintained
Diversity, equity & inclusion	Diverse, equal teams	% female – middle management	63%	55%	-8pp	● Reduced
Talent, attraction & retention	Talent, attraction, retention & development	Voluntary attrition	2.1%	1.7%	-0.4pp	● Improved
Talent, attraction & retention	Talent, attraction, retention & development	Average learning hrs/employee	4.7	5	+0.3 hrs	● Improved
Employee engagement	Employee welfare & empowerment	Number of open town hall per year	8	5	-3	● Reduced

Employee Profile & Workforce Trends

Bayport maintained a relatively stable and diverse workforce in 2025, with total employees increasing by 3.3% from 364 to 376. Women accounted for 46% of employees, with female representation remaining broadly consistent year-on-year. Workforce renewal continued through 60 new hires, while total exits declined from 65 to 47, indicating improved workforce stability.

Overall turnover reduced significantly from 4.12% to 2.4%, a 41.7% reduction, reflecting stronger employee retention and continuity while maintaining capacity to bring new talent into the organisation.

Metric	2024	2025
Total employees	364	376
# of female employees	170	172
# of male employees	194	204
# of new hires	53	60
# total exits	65	47
Turnover rate	4.12	2.4

Diversity, Equity & Inclusion

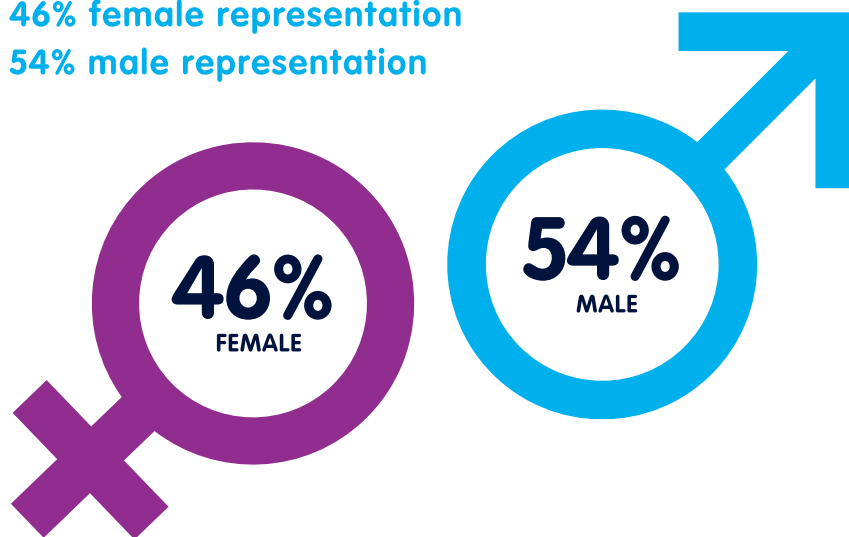
Employee headcount increased from 364 in 2024 to 376 in 2025, reflecting continued investment in organisational capacity. Women accounted for 46% of the workforce, with 172 female employees compared with 204 male employees.

The organisation continued to support gender-inclusive career progression. Of the employees promoted during the year, 52% were women, compared with 48% men.

This represents a positive indicator of women's participation in career advancement and leadership pipelines.

People at a glance

- **376 total employees**
- **46% female representation**
- **54% male representation**



Training & Development

Employee development continued to be an important part of the people's agenda. In 2025, employees participated in 27 training programmes, with 485 training participants recorded during the year. Average learning hours increased to 5.0 hours per employee, up from 4.7 hours in 2024, reflecting continued investment in employee skills and capability development.

Development opportunities extended beyond formal training programmes, supporting employees through professional development, skills-building and opportunities to strengthen capabilities relevant to their current and future roles.

While the number of formal training programmes was lower than in 2024, the focus was on targeted learning and development aligned to organisational priorities and employee capability needs.

Strengthening Human Capital, Employee Experience & Workplace Practices

Bayport's approach to human capital management is focused on maintaining a fair, inclusive and supportive workplace while strengthening employee capability, performance, wellbeing and opportunities for career progression. During 2025, the organisation continued to invest in employee development, engagement and workplace protections, while strengthening mechanisms for employee voice and feedback.

Employee Benefits & Professional Development

During the year, Bayport commenced subscription payments for eligible staff, expanding access to applicable employee benefits and strengthening the organisation's overall employee value proposition.

The organisation also continued to support professional certification programmes for employees in specialised functions where formal qualifications are relevant to their roles. In addition, external training opportunities were introduced to complement internal learning and provide employees with access to specialised knowledge, broader industry perspectives and professional development opportunities.

These interventions support Bayport's broader human capital objective of maintaining a skilled workforce and ensuring employees have opportunities to build capabilities relevant to both their current responsibilities and longer-term career development.



Fair Employment, Non-Discrimination & Workplace Protection

Bayport maintains a zero-tolerance approach to discrimination and harassment, supported by dedicated Discrimination and Harassment Policies that establish standards of conduct, reporting mechanisms and protections for employees. These risks form part of the organisation's ESG risk management framework and are monitored through the ESG risk management dashboard.

No cases of discrimination or harassment were recorded during 2025.

To strengthen awareness and prevention, mandatory sexual harassment training was conducted for employees. The training covered the identification and prevention of harassment, different forms of discrimination, recognition of sexual harassment and reinforcement of Bayport's zero-tolerance position.

Bayport also expressly prohibits child labour, forced labour and human trafficking across its operations, reinforcing its commitment to responsible employment practices and fundamental labour protections.

Talent Attraction, Recruitment & Internal Mobility

Recruitment and selection are governed by Bayport's Recruitment & Selection Policy, which promotes equal opportunity, diversity and non-discrimination throughout the hiring process.

Recruitment processes are managed by Human Resources and include competency-based assessments, panel interviews and role-specific evaluations. New appointments are also subject to comprehensive background screening, including criminal and risk checks, supporting the integrity and suitability of the workforce.

To strengthen internal mobility and career progression, vacancies are first communicated internally before external recruitment is considered where appropriate. This approach provides employees with opportunities to progress within the organisation while supporting the retention and development of institutional capability.



Structured Onboarding & Integration

New employees participate in a structured orientation programme designed to support their integration into the organisation. The programme introduces new hires to Bayport's operations, culture, values and key functions, including exposure to different departments and how their respective roles contribute to organisational objectives.

This approach supports early understanding of responsibilities, organisational expectations and cross-functional collaboration.

Performance, Accountability & Career Progression

Performance management remains an important mechanism for aligning individual responsibilities with Bayport's strategic objectives. Employees enter into performance agreements with their line managers at the beginning of the financial year or upon joining a new team, establishing clear responsibilities, objectives and performance expectations.

Performance is monitored through ongoing management discussions, mid-year reviews and year-end assessments. In 2025, 100% of eligible employees participated in both mid-year and year-end performance assessments. Employees still within their probationary period were excluded from formal appraisal but received structured feedback and coaching.

The performance management process provides a mechanism for identifying development needs, addressing performance gaps and recognising employee contributions. Career progression is also linked to performance and organisational requirements.

60 promotions were recorded during 2025, comprising 52% female and 48% male employees.



Employee Voice & Organisational Culture

Employee voice forms an important component of Bayport's approach to human capital management. In 2025, the organisation conducted its Culture Survey, building on the previous survey undertaken in 2022.

The survey provided employees with a structured and confidential channel to share their experiences and perspectives on the workplace. It was designed to assess the evolving organisational culture, identify areas for improvement and provide management with employee insights to inform future actions.



The survey achieved an 88% employee participation rate, demonstrating strong engagement with the exercise.

The results were still being consolidated at year-end and will inform subsequent organisational actions.



88%

Employee participation rate

Employee Engagement & Communication

Employee engagement was further supported through eight staff engagement initiatives held around key calendar dates and themes, including International Women's Day, Youth Day and African Freedom Day. These activities provided opportunities for employees to participate in organisational and cultural activities beyond their day-to-day responsibilities.

Three quarterly staff talks were also held, covering career development, health and financial wellbeing, with external and specialist speakers contributing to the sessions.

Quarterly management-led town halls

Provided a forum for management to share organisational performance highlights, discuss forthcoming priorities and respond to employee questions through interactive sessions. The Q4 town hall brought together employees from Bayport's 19 branches nationwide, providing an additional opportunity for cross-functional interaction and team connection.

Employee Wellbeing

Bayport continued to promote employee wellbeing through a combination of physical health, awareness and team-based activities.

Health and wellness activities during the year included aerobics, social football and participation in marathons. Mid-year onsite health checks provided employees with access to basic health screening, including BMI, blood sugar/pre-diabetes screening and blood pressure and vital-sign checks.

In October, additional breast cancer awareness and screening activities were conducted as part of the organisation's health and wellness programme.

Annual departmental team-building activities also provided employees with opportunities to collaborate outside the normal work environment, with teams encouraged to participate in planning and leading their own activities.

Building Connection Across the Workforce

Employee connection and organisational cohesion were further supported through the annual all-staff end-of-year event. The 2025 event, held at the InterContinental Hotel under the theme "Back to the 90s," brought employees together to recognise the year's shared experience and strengthen relationships across the organisation.



Creating Your Future Now Through the Agency Model

Bayport continued to expand its distribution model through the introduction of an agency model, creating additional opportunities for individuals to participate in the financial services value chain.

Agents are remunerated through commissions linked to sales, providing an income-generating opportunity while extending Bayport's distribution reach. The model supports the organisation's broader objective of creating access to financial services while providing economic opportunity through its distribution network.

Agents Impact Stories

The agent stories below illustrate how income and career opportunities at Bayport can contribute to longer-term personal and family outcomes.

While these individual experiences are not presented as representative of all employees, they provide qualitative examples of the broader socioeconomic value associated with employment and income generation.

Hezron Chill Chisenga

Returned to university and enrolled at Mulungushi University to pursue a Bachelor of Accounting and Finance, supporting continued professional development and future career progression.

Esther Malama Chanda

Acquired a parcel of land with plans to construct rental flats, representing an investment in a longer-term income-generating asset.

Lloyd Kazembe

Supported two brothers studying at Copperbelt University (CBU), while also acquiring a motor vehicle. His experience demonstrates the potential for employment income to contribute to family education and personal asset acquisition.

Lollin Chileshe

Supported a sister pursuing a degree in Economics at the University of Zambia (UNZA) and acquired land to commence construction of a home, combining support for family education with longer-term investment in property.

People Behind the Progress - 2025 Highlights



Retro Independence Day Celebration



Duku-tober Cancer Awareness & Screening



Team-building activity at the end-of-year sports day



2025 End Of Year Party



FINANCIAL PERFORMANCE & RESPONSIBLE GROWTH

Strengthening financial resilience while expanding access to finance



Bayport Zambia maintained a resilient financial position in 2025, combining continued growth in lending and assets with a strengthened capital base. Total assets increased by 14.1% to K4.35 billion, while loans and advances grew by 14.3% to K3.87 billion, reflecting the business's continued role in expanding access to finance for customers.



The capital position also strengthened significantly, with primary capital increasing to K1.80 billion and the capital surplus rising by 25.3% to K1.18 billion. This provides a stronger foundation for sustainable growth and continued delivery of responsible financial services to customers.



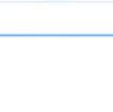
Customer deposits increased by 54.0% to K699.0 million, while total equity strengthened by 17.2% to K1.98 billion. The institution remained profitable, recording K291.5 million in profit after tax, while net interest income increased to K910.2 million.

“

This provides a stronger foundation for sustainable growth and continued delivery of responsible financial services to customers.

”

Overall, the 2025 performance reflects Bayport Zambia's continued focus on financial resilience, responsible growth and sustainable value creation, supporting its broader ESG commitment to expanding access to finance while maintaining a sound and well-capitalised institution.

Indicator	2025 Performance	ESG / Business Significance
 Total Assets	K4.35 billion	Strengthened balance sheet and capacity to support sustainable growth
 Loans & Advances	K3.87 billion	Continued expansion of access to finance for customers
 Customer Deposits	K699.0 million	Increased customer participation and mobilisation of deposits
 Total Equity	K1.98 billion	Strengthened financial foundation and long-term resilience
 Profit After Tax	K291.5 million	Maintained profitability and financial sustainability
 Net Interest Income	K910.2 million	Supported sustainable earnings and continued financial performance
 Primary Capital	K1.80 billion	Strengthened capital base to support responsible growth
 Capital Surplus	K1.18 billion	Increased capital buffer and resilience against financial and regulatory risks

FINANCIAL PERFORMANCE & RESPONSIBLE GROWTH

Strengthening financial resilience while expanding access to finance

Bayport Zambia maintained a resilient financial position in 2025, combining continued growth in lending and assets with a strengthened capital base.

2025 FINANCIAL HIGHLIGHTS



CAPITAL STRENGTH & SUSTAINABILITY

The capital position also strengthened significantly, with primary capital increasing to K1.80 billion and the capital surplus rising by 25.3% to K1.18 billion. This provides a stronger foundation for sustainable growth and continued delivery of responsible financial services to customers.



FINANCIAL STRENGTH DRIVING POSITIVE IMPACT

Overall, the 2025 performance reflects Bayport Zambia's continued focus on financial resilience, responsible growth and sustainable value creation, supporting its broader ESG commitment to expanding access to finance while maintaining a sound and well-capitalised institution.



Towards the Future

Looking Ahead: Creating Sustainable Value Together

As we enter the next phase of our sustainability journey, our ambition is to build on five years of progress by moving from embedding ESG to scaling impact. This means strengthening the way sustainability is integrated into our business strategy, decision-making and risk management, while improving how we measure, manage and communicate our impact.

Our priorities for the years ahead will be anchored around three areas:



Our Business

We will continue to strengthen the resilience and sustainability of our business through sound governance, responsible growth, effective risk management and stronger ESG data and performance measurement.

Environmental considerations will become increasingly embedded in our operations, with opportunities to expand recycling and waste management initiatives, and explore ways to reduce our operational carbon footprint. We will also consider opportunities to extend our environmental contribution through financing for green products and solutions, supporting customers and businesses in adopting more sustainable practices.



Our Customers

We will continue expanding responsible access to finance, with a particular focus on underserved segments and women, while strengthening financial literacy and financial wellbeing. Innovation, technology and our growing distribution network will help bring relevant financial solutions closer to more communities. With 96% of lending in 2025 directed towards economic activity, human capital and household development, we will continue to deepen the development impact of our financing while strengthening the measurement and evidence of the outcomes created.



Our People

We will continue building an inclusive, capable and high-performing organisation where people can develop, contribute and grow. Our focus will include strengthening learning and development, career progression, gender representation, employee engagement and workforce stability, while fostering a culture that supports accountability, innovation and shared responsibility for sustainable performance.

Across these pillars, our focus will be on greater scale, deeper impact and stronger accountability. We will strengthen the quality and consistency of our ESG data, establish meaningful environmental targets from our 2025 baseline, and progressively enhance transparency and external assurance. Ultimately, the next chapter of our ESG journey is not simply about doing more. It is about doing what matters, measuring it better, and creating lasting value at greater scale.

Together, we will continue to create a future that is more inclusive, resilient and sustainable; turning opportunity into action and helping our customers, communities and people create their future now.



ESG Disclosure Index

Statement of Use	Bayport Financial Services Limited has reported the information cited in this GRI content index for the period 1st January 2025 to 31st December 2025 with reference to the GRI Standards.
GRI 1 Used:	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	p.4 – Who We Are; p.5 – What We Do & Where We Operate
	2-2 Entities included in the organization’s sustainability reporting	p.1 – Scope; Report Profile & Period Covered
	2-3 Reporting period, frequency and contact point	p.1 – Report Profile & Period Covered; Contact Details
	2-4 Restatements of information	N/A
	2-5 External assurance	p.1 – External Assurance & Verification
	2-6 Activities, value chain and other business relationships	p.4 – Who We Are; p.5 – What We Do & Where We Operate; p.25 – Supply Chain Management
	2-7 Employees	p.47 – Employee Profile & Workforce Trends; p.44–46 – Our People / 2025 Highlights
	2-8 Workers who are not employees	p.53 – Creating Your Future Now Through the Agency Model
	2-9 Governance structure and composition	p.15–18 – Board of Directors; Board and Committee Oversight; Executive Committee
	2-10 Nomination and selection of the highest governance body	N/A

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-11 Chair of the highest governance body	p.17 – Board and Committee Oversight
	2-12 Role of the highest governance body in overseeing the management of impacts	p.15 – Board of Directors; p.17 – Board and Committee Oversight
	2-13 Delegation of responsibility for managing impacts	p.17–18 – Board and Committee Oversight; Executive Committee
	2-14 Role of the highest governance body in sustainability reporting	p.15- Governance; Board of Directors
	2-15 Conflicts of interest	p.19 – Key Governance Policies / Conflict of Interest Policy
	2-16 Communication of critical concerns	p.23 – Grievance Mechanisms & Whistleblowing
	2-17 Collective knowledge of the highest governance body	p.16 – Board of Directors
	2-18 Evaluation of the performance of the highest governance body	p.17 – Board and Committee Oversight
	2-19 Remuneration policies	p.17 – Board and Committee Oversight / Board Training, Evaluation & Remuneration
	2-20 Process to determine remuneration	p.17 – Board and Committee Oversight / Board Training, Evaluation & Remuneration
	2-21 Annual total compensation ratio	N/A

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	p.1 – Scope; p.7 – ESG Pillars & Material Topics; p.10–11 – ESG Strategy
	2-23 Policy commitments	p.19–24 – Key Governance Policies; Environmental Policy; Ethical Business Conduct & Financial Crime Prevention
	2-24 Embedding policy commitments	p.7 – ESG Pillars & Material Topics; p.19–24 – Governance, ESMS, Policies and Risk Management
	2-25 Processes to remediate negative impacts	p.23 – Risk Management / Grievance Mechanisms & Whistleblowing; p.38–39 – Customer Privacy, Customer Experience & Client Protection
	2-26 Mechanisms for seeking advice and raising concerns	p.22 – Customers; p.23 – Grievance Mechanisms & Whistleblowing
	2-27 Compliance with laws and regulations	p.19–21 – Compliance; Environmental Compliance; Ethical Business Conduct & Financial Crime Prevention
	2-28 Membership associations	N/A
	2-29 Approach to stakeholder engagement	p.27 – Stakeholder Engagement / How We Engage
	2-30 Collective bargaining agreements	N/A

GRI STANDARD	DISCLOSURE	LOCATION
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p.7 – ESG Pillars & Material Topics
	3-2 List of material topics	p.7 – ESG Pillars & Material Topics
	3-3 Management of material topics	p.7 – ESG Pillars & Material Topics; p.14, 19–27, 29–42, 44–53 – Material topic performance sections
GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss	N/A
	101-2 Management of biodiversity impacts	N/A
	101-3 Access and benefit-sharing	N/A
	101-4 Identification of biodiversity impacts	N/A
	101-5 Locations with biodiversity impacts	N/A
	101-6 Direct drivers of biodiversity loss	N/A
	101-7 Changes to the state of biodiversity	N/A
	101-8 Ecosystem services	N/A
GRI 102: Climate Change 2025	102-1 Transition plan for climate change mitigation	N/A
	102-2 Climate change adaptation plan	N/A
	102-3 Just transition	N/A

GRI STANDARD	DISCLOSURE	LOCATION
GRI 102: Climate Change 2025	102-4 GHG emissions reduction targets and progress	N/A
	102-5 Scope 1 GHG emissions	p.20 - 2025 Environmental Baseline
	102-6 Scope 2 GHG emissions	p.20 - 2025 Environmental Baseline
	102-8 GHG emissions intensity	N/A
	102-9 GHG removals in the value chain	N/A
	102-10 Carbon credits	N/A
GRI 103: Energy 2025	103-1 Energy policies and commitments	p.20 – Environmental Policy; p.23 – Environmental Compliance and Management
	103-2 Energy consumption and self-generation within the organization	p.20 - 2025 Environmental Baseline
	103-3 Upstream and downstream energy consumption	N/A
	103-4 Energy intensity	N/A
	103-5 Reduction in energy consumption	p.23 – Environmental Compliance and Management (initiatives noted); quantitative reduction not disclosed

GRI STANDARD	DISCLOSURE	LOCATION
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	N/A
	202-2 Proportion of senior management hired from the local community	N/A
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	p.40–42 – Corporate Social Initiatives (CSI) / CSI Investment at a Glance
	203-2 Significant indirect economic impacts	p.33–37 – Loan Usage & Development Impact / Customer Impact; p.40–42 – CSI
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	p.25 – Supply Chain Management / Supplier Spend
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	p.21 – Ethical Business Conduct & Financial Crime Prevention; Anti-Financial Misconduct and Ethics
	205-2 Communication and training about anti-corruption policies and procedures	p.21 – Ethical Business Conduct & Financial Crime Prevention; p.22 – Fraud Prevention and Management
	205-3 Confirmed incidents of corruption and actions taken	p.19 - Compliance; Compliance with Legal & Regulatory Frameworks
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	p.19 - Compliance; Compliance with Legal & Regulatory Frameworks
GRI 207: Tax 2019	207-1 Approach to tax	p.24 – Tax Governance
	207-2 Tax governance, control, and risk management	p.24 – Tax Governance
	207-3 Stakeholder engagement and management of concerns related to tax	p.24 – Tax Governance
	207-4 Country-by-country reporting	N/A

GRI STANDARD	DISCLOSURE	LOCATION
GRI 301: Materials 2016	301-1 Materials used by weight or volume	N/A
	301-2 Recycled input materials used	N/A
	301-3 Reclaimed products and their packaging materials	N/A
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	N/A
	303-2 Management of water discharge-related impacts	N/A
	303-3 Water withdrawal	N/A
	303-4 Water discharge	N/A
	303-5 Water consumption	p.20 - 2025 Environmental Baseline
	306-3 Significant spills	N/A
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	p.27 – IT and the Environment
	306-2 Management of significant waste-related impacts	p.27 – IT and the Environment
	306-3 Waste generated	N/A
	306-4 Waste diverted from disposal	p.27 – IT and the Environment (e-waste recycling); quantitative data not disclosed
	306-5 Waste directed to disposal	N/A

GRI STANDARD	DISCLOSURE	LOCATION
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	p.25 – Supply Chain Management / Supplier Selection
	308-2 Negative environmental impacts in the supply chain and actions taken	p.25 – Supply Chain Management / Supplier Selection; p.27 – IT and the Environment
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p.47 – Employee Profile & Workforce Trends
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	p.49 – Employee Benefits & Professional Development
	401-3 Parental leave	N/A
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	N/A
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	p.20 – Compliance with Labour Laws and Regulations; p.52 – Employee Wellbeing
	403-2 Hazard identification, risk assessment, and incident investigation	N/A
	403-3 Occupational health services	p.52 – Employee Wellbeing
	403-4 Worker participation, consultation, and communication on occupational health and safety	p.50–51 – Employee Engagement & Communication; Employee Voice & Organisational Culture
	403-5 Worker training on occupational health and safety	N/A
	403-6 Promotion of worker health	p.51–52 – Employee Voice & Organisational Culture; Employee Wellbeing

GRI STANDARD	DISCLOSURE	LOCATION
GRI 403: Occupational Health and Safety 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	N/A
	403-8 Workers covered by an occupational health and safety management system	N/A
	403-9 Work-related injuries	N/A
	403-10 Work-related ill health	N/A
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p.48 – Training & Development; p.44–45 – 2025 Highlights
	404-2 Programs for upgrading employee skills and transition assistance programs	p.49 – Employee Benefits & Professional Development; p.48 – Training & Development
	404-3 Percentage of employees receiving regular performance and career development reviews	p.49–50 – Performance, Accountability & Career Progression
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p.15–16 – Board of Directors; p.47–48 – Employee Profile & Workforce Trends / Diversity, Equity & Inclusion
	405-2 Ratio of basic salary and remuneration of women to men	N/A
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p.48 – Fair Employment, Non-Discrimination & Workplace Protection
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	N/A
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	p.20 – Compliance with Labour Laws and Regulations; p.23 – Environmental and Social Risk Management
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	p.20 – Compliance with Labour Laws and Regulations; p.23 – Environmental and Social Risk Management

GRI STANDARD	DISCLOSURE	LOCATION
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	N/A
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	N/A
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	p.27 – Stakeholder Engagement; p.40–42 – Corporate Social Initiatives (CSI)
	413-2 Operations with significant actual and potential negative impacts on local communities	p.23 – Environmental and Social Risk Management; no significant impacts disclosed
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	p.25 – Supply Chain Management / Supplier Selection
	414-2 Negative social impacts in the supply chain and actions taken	p.25 – Supply Chain Management / Supplier Selection; p.23 – Environmental and Social Risk Management
GRI 415: Public Policy 2016	415-1 Political contributions	N/A
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	N/A
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	N/A
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labelling	p.38–39 – Customer Experience / Client Protection & Well-being
	417-2 Incidents of non-compliance concerning product and service information and labelling	N/A
	417-3 Incidents of non-compliance concerning marketing communications	p.39 – Customer Experience / Client Protection & Well-being
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p.38 – Customer Privacy & Data Security; quantitative complaint/incident data not disclosed



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2024 Bayport Environmental, Social and Governance Report

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