2025

GHANA ANNUAL ESG REPORT

your future now

BAYPORT
SAVINGS AND LOANS

CONTENT

CONTENT

“Sustainable growth is not only about the value we create, but the lives we improve, the communities we strengthen and the future we build together.”

1. BAYPORT GHANA IN 2025

Our Business

REVENUE

2025: GH¢ 541,659,471.00
2024: GH¢ 425,066,773.00
2023: GH¢ 324,747,946.00

IMPAIRMENT OF FINANCIAL ASSETS

2025: GH¢ 21,546,392.00
2024: GH¢ 19,332,998.00
2023: GH¢ 7,840,405.00

ADJUSTED EBITDA

2025: GH¢ 112,027,094.00
2024: GH¢ 45,118,526.00
2023: GH¢ 38,551,956.00

ADJUSTED EBITDA MARGIN

2025: 20.7%
2024: 10.6%
2023: 11.9%

Our Customers

% DIGITALLY ORIGINATED LOANS

2025: 99.73%
2024: 99.79%
2023: 94.22%

INDIVIDUAL CUSTOMERS

2025: 96,000
2024: 102,900
2023: 89,765

%FEMALE CUSTOMERS ON LOAN BOOK

2025: 22%
2024: 22%
2023: 23%

% LOANS ORIGINATED BY WOMEN

2025: 21%
2024: 21%
2023: 22%

Our People

EMPLOYEES

2025: 255
2024: 243
2023: 218

% FEMALE EMPLOYEES

2025: 46%
2024: 44%
2023: 42%

% FEMALE BOARD MEMBERS

2025: 40%
2024: 57%
2023: 67%

%FEMALE IN EXECUTIVE MANAGEMENT

2025: 0%
2024: 33%
2023: 33%

OPERATING PROFIT

2025: GH¢ 103,061,300.00
2024: GH¢ 38,727,335.00
2023: GH¢ 32,913,142.00

ROIC

2025: 16.6%
2024: 2.9%
2023: 3.3%

TAXES PAID (TO GOVERNMENT)

2025: GH¢ 55,021,509.24
2024: GH¢ 12,879,892.00
2023: GH¢ 9,956,841.00

PAYMENT TO SUPPLIERS (ORGANIZATIONS AND INDIVIDUALS)

2025: GH¢73,718,300.58
2024: GH¢ 67,202,329.74
2023: GH¢ 59,153,983.32

PAYMENT TO SUPPLIERS (ORGANIZATIONS AND INDIVIDUALS: LOCAL)

2025: GH¢ 61,127,357.13
2024: GH¢ 39,024,741.33
2023: GH¢ 27,430,915.20

SPENT ON CSI PROJECTS

2025: GH¢ 282,513.00
2024: GH¢ 251,830.00

INDEPENDENT NET PROMOTER SCORE

2025: 14
2024: 31
2023: 12

CLIENT PROTECTION CERTIFICATION

2025: Gold Certification

CSI INITIATIVES

2025: 9
2024: 7
2023: 3

BENEFICIARIES REACHED

2025: 4014
2024: 2315
2023: 1850

NEW CUSTOMERS (NET OUTRIGHT SETTLEMENT)

2025: 8,168
2024: 3,729
2023: 10,719

PAYMENT TO STAFF

2025: GH¢ 48,175,663.00
2024: GH¢ 36,018,946.00
2023: GH¢ 30,397,226.00

AVERAGE TRAINING HOURS PER EMPLOYEE

2025: 2.93
2024: 6.30
2023: 10.89

AMOUNT SPENT ON LEARNING AND DEVELOPMENT

2025: GH¢ 988,403.62
2024: GH¢ 401,295.22
2023: GH¢ 203,088.73

NUMBER OF AGENTS

2025: 880
2024: 984
2023: 1,108

% FEMALE AGENTS

2025: 43
2024: 39
2023: 37

PAYMENT TO AGENTS

2025: GH¢ 27,619,803.73
2024: GH¢ 18,859,700.22
2023: GH¢ 15,602,878.45

2. ABOUT THE ESG REPORT

This report presents Bayport Savings and Loans PLC's Environmental, Social and Governance (ESG) performance for the 12-month period from 1 January to 31 December 2025. It represents the Company's second standalone ESG Report and reflects our continued commitment to transparency, accountability and sustainable value creation.

As a responsible financial services provider, Bayport recognises the important role it plays in supporting economic development, advancing financial inclusion, empowering communities and managing environmental and social impacts responsibly. Through this report, we provide stakeholders with a comprehensive overview of our ESG performance, priorities, achievements and challenges during the reporting period.

The report demonstrates how sustainability considerations are integrated into our strategy, governance structures, operations and stakeholder engagement activities, while highlighting the progress we continue to make in creating long-term value for customers, employees, shareholders, regulators and the communities we serve.

Scope

This report presents the Environmental, Social and Governance (ESG) performance of Bayport Savings and Loans PLC for the financial year ended 31 December 2025. It covers the Company's operations in Ghana and reflects Bayport's commitment to responsible business conduct, sustainable growth, stakeholder engagement and long-term value creation.

It provides a balanced account of Bayport's economic, social and environmental performance and highlights progress against key sustainability priorities during the reporting period.

This report was reviewed by Bayport Ghana's Executive Management Team and approved by the Board of Directors.

For questions, comments or feedback on this report, please contact:
Corporate Communications
Bayport Savings and Loans PLC
Email: communications@bayportghana.com
External Assurance and Verification

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards and has not undergone external assurance for the 2025 reporting period. Bayport recognises the value of independent assurance in enhancing the credibility and reliability of sustainability disclosures and will continue to evaluate external assurance opportunities as its ESG reporting practices evolve.

Alignment with the Sustainable Development Goals

Bayport's ESG strategy contributes to a number of United Nations Sustainable Development Goals (SDGs), with the strongest alignment to the following priority areas:

Reporting Framework and Disclosures

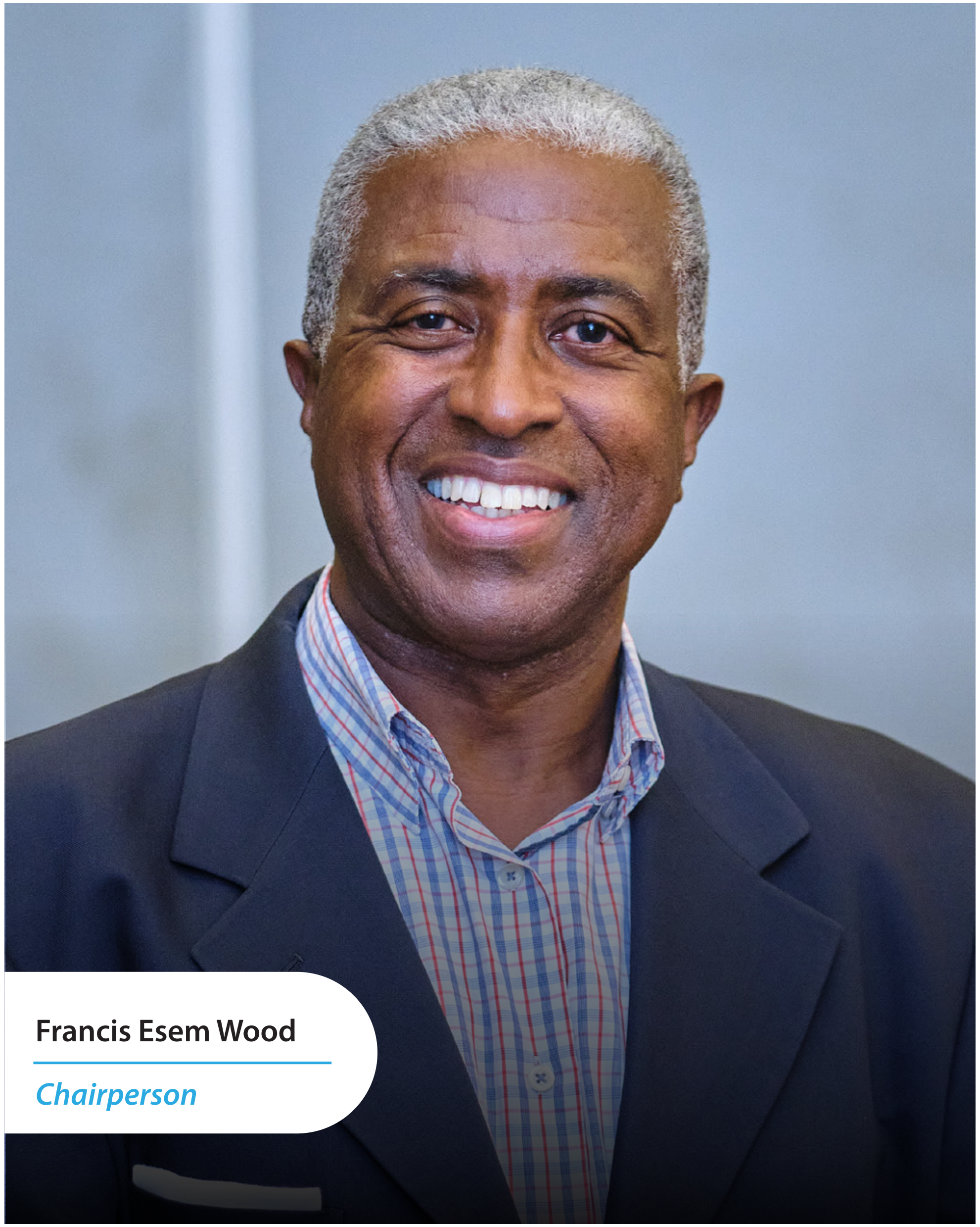
Prepared with reference to the Global Reporting Initiative (GRI) Standards, this report reflects Bayport Savings and Loans PLC's commitment to transparent, balanced and decision-useful sustainability reporting. It presents the Company's ESG performance for the year ended 31 December 2025 and the value created for customers, employees, communities, shareholders and other stakeholders.

The GRI Content Index sets out the disclosures included in this report and where they can be found. Where information is still developing, Bayport is enhancing data collection, reporting systems and internal controls to improve completeness and alignment with evolving requirements.

The report applies to a materiality lens to focus on the ESG issues most relevant to Bayport's business, stakeholders and long-term sustainability objectives. These priorities were identified through consideration of stakeholder expectations, business priorities, industry trends, and emerging risks and opportunities.

Bayport remains committed to strengthening its sustainability reporting and progressively aligning with recognized international frameworks and standards.

Message from the Chairperson



Francis Esem Wood

Chairperson

Delivering Sustainable Growth Through Responsible Leadership

2025 was a landmark year for Bayport Savings and Loans PLC, demonstrating the strength of our strategy, the resilience of our business model and our unwavering commitment to creating long-term value for all stakeholders. Despite operating within a dynamic economic environment, the Company delivered exceptional financial performance while remaining firmly committed to responsible governance, sustainable business practices and inclusive growth.

During the year, Bayport achieved significant milestones across both financial and non-financial performance. Interest income increased by nearly 25%, while Profit Before Tax exceeded GHS103 million, reflecting disciplined execution, prudent risk management and the continued confidence our customers place in the Bayport brand. Customer deposits surpassed GHS1 billion for the first time, strengthening our funding base, improving financial resilience and positioning the Company for sustained growth. These achievements underscore the effectiveness of our long-term strategy and the dedication of management and employees in delivering consistent value.

As a Board, we recognise that sustainable success extends beyond financial performance. Our responsibility is to ensure that Bayport operates with integrity, transparency and accountability while creating meaningful economic, social and environmental value. Throughout 2025, we continued to strengthen our governance framework, enhance risk oversight and support the integration of Environmental, Social and Governance (ESG) considerations into strategic decision-making. This approach ensures that sustainability is not viewed as a separate initiative, but as a fundamental driver of long-term business resilience and stakeholder value.

Our commitment to improving lives remained at the heart of everything we do. During the year, we continued to expand access to responsible financial services, promote financial inclusion and invest in initiatives that empower individuals and communities. We strengthened customer protection practices, advanced digital innovation to improve accessibility and continued investing in programmes that support financial literacy and responsible borrowing.

Equally important was our continued investment in our people. We advanced leadership development initiatives, strengthened employee engagement and reinforced our commitment to diversity, equity and inclusion. The Women's Development Programme continued to build a strong pipeline of future female leaders, reflecting our belief that diverse leadership contributes to stronger governance, better decision-making and sustainable organisational success.

One of the defining achievements of the year was the launch of the Bay Volunteerism Project, which brought together employees across the country to support education, health, environmental sustainability and community development initiatives. Alongside our Corporate Social Investment programmes and scholarship initiatives, this reflects Bayport's commitment to creating shared value and making a positive contribution to the communities in which we operate.

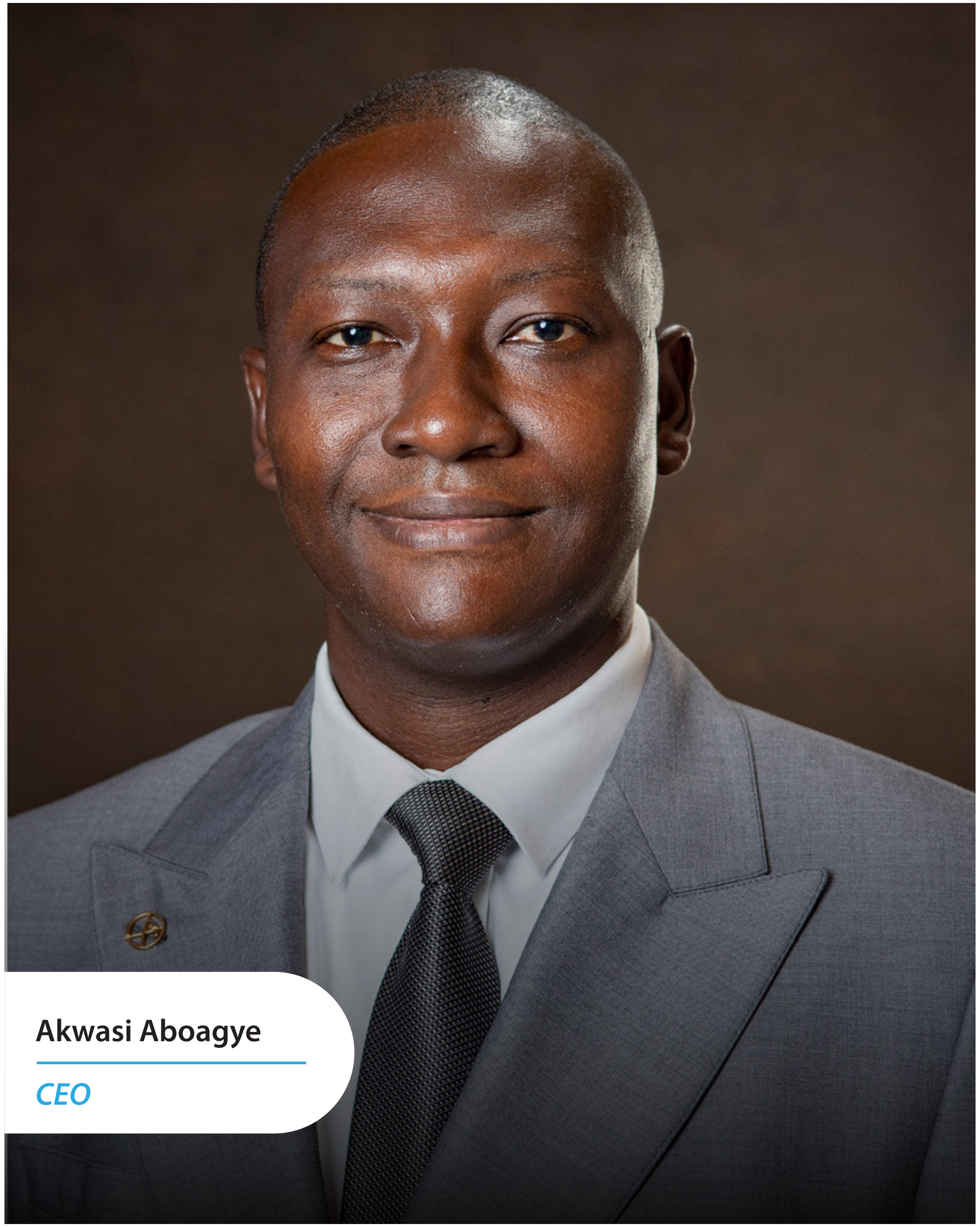
The publication of this ESG Report represents another important milestone in our sustainability journey. It demonstrates our commitment to greater transparency, accountability and alignment with internationally recognised reporting standards, while providing stakeholders with a comprehensive view of how Bayport creates value responsibly and sustainably.

On behalf of the Board of Directors, I extend my sincere appreciation to our customers for their continued loyalty, our employees for their dedication and professionalism, our regulators for their guidance, our shareholders for their confidence, and our business partners and communities for their enduring support. Your trust remains the foundation of our success.

As we look ahead, the Board remains confident in Bayport's future. We will continue to strengthen governance, accelerate digital transformation, deepen financial inclusion, embed ESG principles across our operations and pursue sustainable growth that delivers lasting value for our stakeholders.

"Together, we will continue building a stronger, more resilient and more sustainable Bayport, improving lives while contributing meaningfully to Ghana's economic and social development."

Message from the CEO



Akwasi Aboagye

CEO

2025 was a defining year for Bayport Savings and Loans PLC, marked by exceptional financial performance, operational excellence and meaningful progress in our sustainability journey. Despite operating in a dynamic economic environment, we remained focused on delivering value to our customers, shareholders, employees and the communities we serve, while reinforcing our commitment to responsible and sustainable business practices.

The year was one of many significant milestones. We achieved record revenue of GHS541.6 million, while Profit Before Tax exceeded GHS103 million, reflecting the resilience of our business model and the disciplined execution of our strategy. Customer deposits surpassed the GHS1 billion mark for the first time, total assets grew to GHS1.88 billion, and our market share increased to 28.5%, reinforcing Bayport's position as one of Ghana's leading savings and loans institutions. These achievements were underpinned by prudent risk management, continued digital innovation, strong customer relationships and the unwavering dedication of our employees.

> **Strengthening customer experience, deepening financial inclusion, accelerating digital transformation and embedding ESG principles throughout our operations continue to remain our focus.**

Beyond our financial performance, we remained committed to our purpose of improving lives by expanding access to responsible financial services and creating lasting value for society. We continued to promote financial inclusion through responsible lending, customer education and financial literacy initiatives, while enhancing customer experience through digital channels, improved service delivery and stronger customer protection practices. Our commitment to empowering women through inclusive finance also remained a key priority as we continued to advance initiatives aimed at increasing women's participation in our loan portfolio.

During the year, we further strengthened our Environmental, Social and Governance (ESG) agenda by embedding sustainability more deeply into our business operations and decision-making processes. Our first standalone ESG reporting journey has enabled us to better measure and communicate the impact we create for our stakeholders while strengthening transparency and accountability.

A particularly proud milestone was the launch of the Bay Volunteerism Project, which formalised our employee volunteer programme and aligned our community impact initiatives with the United Nations Sustainable Development Goals. More than 200 employees volunteered their time and skills to support initiatives in education, health, environmental sustainability and community development. Combined with our Corporate Social Investment programmes, scholarship initiatives and financial literacy outreach, these efforts enabled us to make a meaningful contribution to the lives of thousands of Ghanaians during the year.

Our people continued to be the foundation of our success. We invested in leadership development, employee well-being, diversity and inclusion, creating an environment where our employees can grow, thrive and contribute meaningfully to the Company's long-term success. At the same time, we continued to strengthen our governance, risk management and compliance frameworks, ensuring that we remain resilient, accountable and well positioned for sustainable growth.

As we look to the future, we remain focused on strengthening customer experience, deepening financial inclusion, accelerating digital transformation and embedding ESG principles across every aspect of our business. We recognise that long-term success depends not only on strong financial performance, but also on the trust we build, the opportunities we create and the positive impact we deliver for our stakeholders.

Together, we will continue building a stronger, more inclusive and more sustainable Bayport, creating shared value for our customers, employees, shareholders, communities and the country we proudly serve.

Who We Are

Bayport Savings and Loans PLC is a leading financial services provider in Ghana, with a legacy of delivering inclusive financial services since 2003. Founded as Ghana Financial Services in Obuasi within the premises of AngloGold Ashanti, our first employer partner – we have evolved significantly, merging with Consumer Finance Company (CFC) in 2017 and rebranding to our current identity.

Today, we serve over 96,000 customers, operate with a workforce of 250+ employees and over 800 sales agents, and manage a balance sheet totaling GHS 1.88 billion. We are the largest deduction-at-source lender to public sector employees, commanding 28.52% market share.

Why we exist: Our mission

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 financial solutions providers.

What we aspire to: Our vision

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.

What we believe in: Our Values

Empowerment, relevance, partnership, simplicity, innovation and responsibility, and inclusion – are the foundation of our business. They guide our emphasis on transparent operations, exceptional customer service, and robust financial education.

4.2 What We Do

We provide tailored financial products designed to meet the needs of Ghana's formally employed population, particularly within the public sector. Our core offerings include:

- Deduction-at-source loans that enable timely and responsible access to credit; and
- Fixed deposit products that support both short- and long-term financial planning.

We are pioneers in Ghana's domestic bond market, having issued GHS 400 million under our current GHS 500 million Corporate Bond Programme. To date, we have repaid GHS 90.73 million under this programme, while GHS 36.54 million remains outstanding under our previous bond programme. In August 2025, we successfully raised an additional GHS 50 million through our latest bond issuance, demonstrating continued investor confidence in our business and long-term growth strategy.

As we advance our digital transformation journey, we remain focused on delivering sustainable growth, strengthening our market leadership position, and creating long-term value for our customers, investors, employees, and communities.

4.3 Theory of Change

At Bayport Savings and Loans PLC, we believe that access to responsible financial services has the power to transform lives, strengthen communities, and contribute to sustainable economic development.

Our Theory of Change is founded on a simple principle: when individuals and households have access to affordable, transparent and responsible financial solutions, they are better able to invest in education, healthcare, housing, agriculture and small businesses. These investments improve livelihoods, create opportunities, strengthen resilience and contribute to long-term socio-economic development.

Bayport's business model combines financial inclusion, responsible lending, customer protection and operational excellence to create sustainable value for customers, employees, communities, regulators and shareholders. Through our products and services, we support individuals in meeting immediate financial needs while enabling them to build more secure and prosperous futures.

Our impact extends beyond financial services. Through employee volunteerism, community investment programmes, financial literacy initiatives and environmental stewardship activities, we seek to contribute meaningfully to Ghana's sustainable development agenda and the United Nations Sustainable Development Goals (SDGs).

DIRECT EFFECTS

INPUT

- Capital and funding
- Skilled employees
- Technology and digital platforms
- Governance and risk management systems
- Strategic partnerships

ACTIVITY

- Responsible lending
- Deposit mobilisation
- Customer financial education
- Community investment
- Employee development
- Environmental stewardship initiatives

OUTPUT

- Increased access to finance
- Improved customer financial resilience
- Enhanced financial literacy
- Community development projects
- Employee capability development
- Reduced environmental footprint

INDIRECT EFFECTS

OUTCOME

- Financial inclusion
- Economic empowerment
- Improved quality of life
- Sustainable communities
- Stronger stakeholder relationships
- Long-term business sustainability

IMPACT

4.4 Our Stakeholders

Bayport recognizes that long-term success depends on maintaining strong and mutually beneficial relationships with stakeholders.

Stakeholder Group	Why They Matter	How We Engage
Customers	Customers are at the centre of everything we do and are critical to our long-term success and growth.	Customer satisfaction surveys, Net Promoter Score (NPS) assessments, complaints management systems, digital platforms, and direct customer interactions.
Employees	Our employees drive our performance, innovation, and service delivery.	Employee engagement surveys, performance management processes, training programmes, leadership development initiatives, and regular internal communications.
Regulators	Regulators provide oversight and help maintain the integrity and stability of the financial services sector.	Regulatory reporting, compliance reviews, meetings with regulators, industry consultations, and ongoing engagement on regulatory developments.
Shareholders and Investors	Shareholders and investors provide capital and support the long-term sustainability of the business.	Annual General Meetings, investor updates, financial reporting , governance disclosures, and regular stakeholder engagements.
Communities	Strong communities contribute to sustainable economic and social development.	Corporate social investment programmes, financial literacy initiatives, employee volunteerism activities, and strategic community partnerships.
Suppliers and Business Partners	Suppliers and partners support operational effectiveness, innovation, and service delivery.	Supplier evaluations, contract management processes, business review meetings, collaboration initiatives, and responsible procurement practices.

5. CREATING SHARED VALUE

How we calculate the value we create

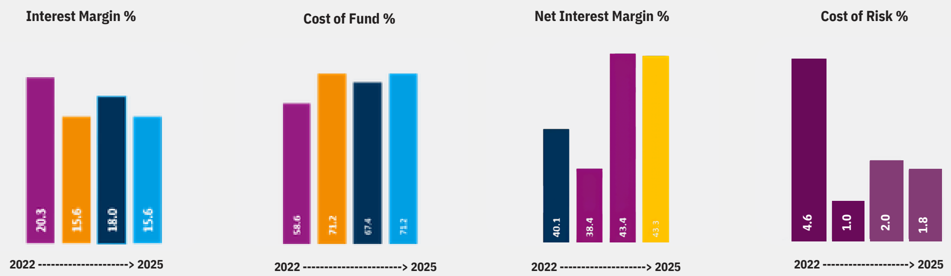
Interest Margin
43.3%
(2024: 43.4%)

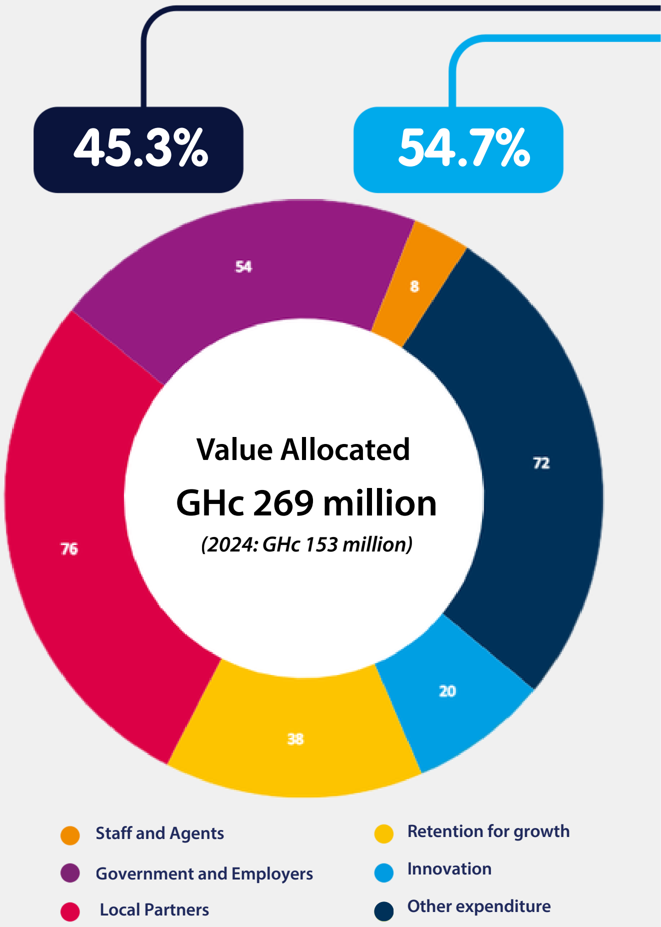
minus

Cost of Funds
21.5%
(2024: 32%)

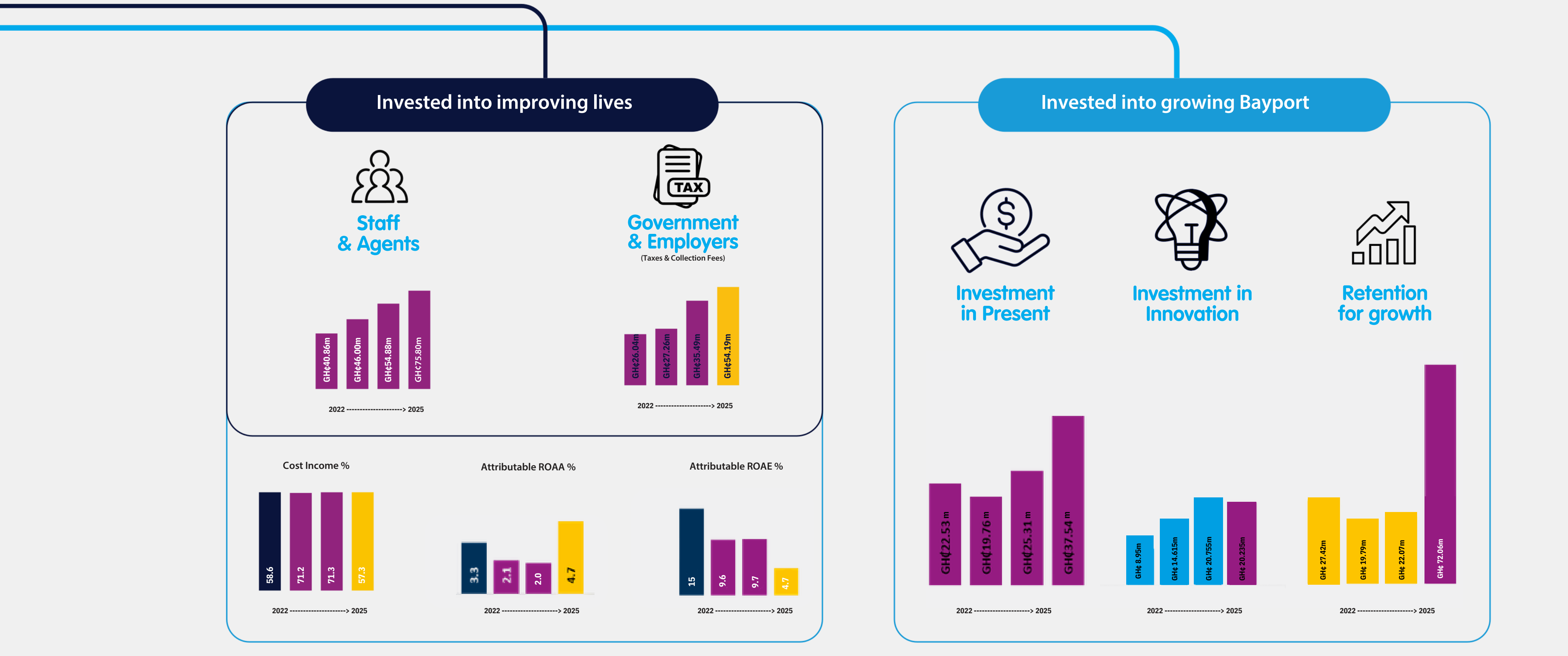
Result in

Net Interest Income		Impairment of Financial Assests		Other Income & Associate Profits		Foreign Exchange Impacts		Value Created
GH¢269.59 million (2024: 172.9 million)	−	GH¢21.55 million (2024: 19.3 million)	+	GH¢20.89 million (2024: 9.6 million)	−	GH¢0.44 million (2024: 0.9 million)	=	GH¢269.37 million (2024: 162.3 million)





How we calculate the value we create



6. ESG GOVERNANCE

6.1 Our Commitment to ESG

Bayport Savings and Loans PLC recognises that strong governance is fundamental to sustainable business performance and long-term stakeholder value creation. The Company remains committed to integrating environmental, social and governance considerations into decision-making processes, risk management frameworks and business operations.

Our ESG approach reflects our belief that responsible business conduct strengthens organisational resilience, enhances stakeholder trust and supports sustainable growth. Through robust governance structures, transparent reporting and effective oversight mechanisms, Bayport seeks to manage risks while identifying opportunities that create value for customers, employees, shareholders and communities.

ESG considerations are embedded within the Company's broader strategic framework and are aligned with our purpose of improving lives through responsible financial services.

6.2 ESG Policy

Our ESG governance framework is underpinned by clear policies, defined accountability structures, and integration with our enterprise-wide management systems.

At the core of this framework is our ESG Policy, which articulates our commitment to responsible business practices, environmental stewardship, social impact, customer protection, ethical conduct, and sound corporate governance. The policy provides strategic direction for the management of ESG-related risks and opportunities while ensuring alignment with applicable regulatory requirements, industry standards, and emerging sustainable finance practices.

The ESG Policy guides decision-making across the organisation and supports the integration of sustainability considerations into our operations, products, stakeholder engagement activities, and long-term business strategy. Through regular review and oversight, we seek to strengthen our contribution to sustainable development and create long-term value for our customers, employees, shareholders, communities, and other stakeholders.

ESG Governance Structure and Composition

Bayport Ghana's ESG governance framework ensures effective oversight and management of sustainability-related priorities, risks, and opportunities across the organisation.

The Board of Directors provides overall oversight and strategic direction, ensuring ESG considerations are integrated into business strategy, risk management, and decision-making processes.

The Executive Management Team is responsible for implementing the ESG strategy, monitoring performance, engaging stakeholders, and overseeing ESG reporting and disclosure.

Business Units and Functional Departments are responsible for executing ESG initiatives within their areas of operation and ensuring alignment with Company policies, objectives, and sustainability commitments.

This governance structure promotes accountability, transparency, and the effective integration of ESG considerations throughout the organisation.

ESG Governance Structure and Composition

6.4 Reporting & Disclosure

Transparency and accountability are central to Bayport Ghana's ESG governance framework. This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards and provides an overview of our environmental, social, and governance performance.

ESG performance is monitored through established internal systems and reported regularly to management and the Board of Directors to support informed decision-making and effective risk management. We also engage stakeholders through customer feedback channels, employee engagement platforms, community initiatives, and regulatory interactions to ensure our reporting remains relevant, responsive, and aligned with stakeholder expectations.

7. ESG STRATEGY

At Bayport Savings and Loans PLC, sustainability is embedded within our business strategy and supports our long-term vision of creating sustainable value for customers, employees and society.

Our ESG Strategy provides a framework for managing environmental, social and governance risks and opportunities while ensuring that business growth contributes positively to economic development, social inclusion and environmental stewardship.

The strategy aligns with Bayport's purpose, business objectives and stakeholder expectations, while supporting Ghana's broader development agenda and the United Nations Sustainable Development Goals (SDGs).

Through our ESG approach, we seek to:

- Expand access to responsible financial services.
- Promote financial inclusion and economic empowerment.
- Strengthen governance and ethical business practices.
- Invest in employee development and well-being.
- Create positive community impact.
- Reduce our environmental footprint.
- Enhance organisational resilience and long-term sustainability.

7.1 Our ESG Pillars and Material Topics

Bayport's ESG priorities are informed by stakeholder expectations, industry developments, regulatory requirements and strategic business objectives.

The following topics are considered material to the Company's long-term success and stakeholder value creation.

PILLAR	MATERIAL USE	SUCCESS METRIC
Our Business	Operating within the legal and regulatory environment	Zero compliance violations and regulatory penalties
	Bribery and corruption	Zero Founded Cases Related to Bribery, Money laundering, extortion and any form of Corruption
	Stakeholder Transparency	GRI reporting accreditation
	Assurance Functions	No C Rated Internal Audit Report, no qualified report and no blue dots
	Governance Structures	Balanced, independent, trained and evaluated boards and committees
	Business Conduct and Culture	0 annual cases founded against Bayport Closed
Our Customer	Financial Protection and customer Privacy	Client protection accreditation
	Product Quality and Sustainability	Improved NPS
	Consumer financial wellness	Financial Literacy workshops and learning portal
	Access to Finance and Inclusion	Digital Channel Services
Our People	Employee Engagement	Improved annual eNPS
	Diversity and Inclusion	Annual culture assessment
	Talent attraction and retention	2X Challenge Alignment
		<10% Regrettable attrition rate
		Strategic Talent Program

7.2 Alignment with the United Nations Sustainable Development Goals

Bayport's ESG initiatives contribute directly to several SDGs.

SDG		2025 ACTIVITIES	IMPACT
SDG 3	Good Health and Well-being	Provision of loans supporting healthcare access; employee wellness initiatives; environmental awareness campaigns.	Improved access to healthcare financing and enhanced employee well-being and awareness.
SDG 4	Quality Education	Loans supporting education expenses; support for educational institutions through CSI initiatives; financial literacy activities.	Increased access to educational opportunities and improved financial capability among beneficiaries.
SDG 5	Gender Equality	Female workforce representation increased to 46%; Women's Development Programme completed by 12 high-potential employees; leadership development initiatives launched.	Greater gender diversity, increased female leadership development, and a more inclusive workplace.
SDG 6	Clean Water and Sanitation	Water monitoring programmes and sanitation-related community initiatives.	Improved awareness of water conservation and support for healthier communities.
SDG 8	Decent Work and Economic Growth	Loan portfolio reached GHS 1.31 billion; 125,136 active loans; over 88,000 active customers. workforce expanded to 255 employees; 99.73% of loans originated digitally.	Expanded financial inclusion, increased economic participation, job creation, and improved access to capital.
SDG 10	Reduced Inequalities	Responsible lending to underserved populations through accessible digital financial services and payroll lending products.	Reduced barriers to finance and increased access to credit for economically active Ghanaians.
SDG 11	Sustainable Cities and Communities	Nine CSI initiatives implemented; more than 4,014 beneficiaries reached; infrastructure development projects undertaken; Bay Volunteerism Project launched.	Stronger communities, improved local infrastructure, and increased social impact.
SDG 12	Responsible Consumption and Production	Recycling campaigns, digital loan origination processes, and resource efficiency initiatives.	Reduced paper consumption, improved waste management, and more efficient use of resources.
SDG 13	Climate Action	Electricity reduction initiatives, water monitoring programmes, recycling campaigns, and employee environmental awareness activities.	Reduced environmental footprint and increased environmental stewardship.
SDG 17	Partnerships for the Goals	Collaboration with educational institutions, community organizations, employees, and other stakeholders through CSI and volunteerism initiatives.	Strengthening stakeholder relationships and increased collective impact in communities.

7.2.1 Financial Inclusion and Economic Empowerment.

Activities: Continued expansion of digital financial services, targeted financial literacy programmes, customer engagement initiatives, digital loan origination, tailored financial solutions and targeted outreach to women borrowers through Bayport's financial inclusion initiatives.

Impact: Bayport continued to expand access to responsible finance during 2025, serving 88,000 customers on its loan book with a loan portfolio of GHS1.31 billion. Digital channels accounted for 99.73% of all loan originations, improving accessibility and customer convenience. Women represented 22% of customers on the loan book, while loans originated by women was also maintained in 2025, demonstrating progress towards greater financial inclusion for women.

SDG Alignment:

SDG 1	**No Poverty:** Improving access to affordable financial services that enhance livelihoods and economic resilience.
SDG 5	**Gender Equality:** Expanding access to finance and economic opportunities for women.
SDG 8	**Decent Work and Economic Growth:** Supporting entrepreneurship, household resilience and inclusive economic growth.

7.2.2 Customer Protection and Service Excellence

Activities: Strengthened customer protection through enhanced complaints management, consumer protection training, digital service improvements, customer engagement and continuous monitoring of customer experience.

Impact: Customer complaints reduced by 29.4% during 2025, while average complaint resolution time improved by 21.1%, decreasing from 1.9 days to 1.5 days. Customer satisfaction remained strong, with a Internal Net Promoter Score (NPS) of 83 for new customers being maintained for 2024 and 43 for existing customers compared to 35 in 2024, reflecting improvements in service quality and customer experience.

SDG Alignment:

SDG 9	**Industry, Innovation and Infrastructure:** Leveraging digital innovation to improve customer access and service delivery.
SDG 12	**Responsible Consumption and Production:** Promoting responsible lending and ethical financial services.
SDG 16	**Peace, Justice and Strong Institutions:** Upholding transparency, accountability and customer rights.

7.2.3 Employee Health, Well-being and Development

Activities: Annual health screening, prostate cancer screening, blood donation campaign, Women's Development Programme, leadership development initiatives, employee engagement programmes and continuous learning opportunities.

Impact: During 2025, 202 employees participated in the Company's annual health screening programme, while 33 employees donated blood during the annual blood donation campaign. Bayport invested GHS 988,403.62 in employee learning and development, and twelve high-potential female employees participated in the Women's Development Programme, strengthening leadership capability and succession planning.

SDG Alignment:

SDG 3	**Good Health and Well-being:**Promoting employee health, wellness and preventive healthcare.
SDG 4	**Quality Education:** Supporting continuous learning and leadership development.
SDG 5	**Gender Equality:** Developing female leadership and promoting equal opportunities.
SDG 8	**Decent Work and Economic Growth:** Building a skilled, engaged and high-performing workforce.

7.2.4 Diversity, Equity and Inclusion

Activities: Inclusive recruitment, leadership development, women's empowerment initiatives and implementation of the Women's Development Programme.

Impact: Female workforce representation increased to 45.9% in 2025 compared to 46% in 2024, while female representation on the Board remained at 40%.

SDG Alignment:

SDG 5	**Gender Equality:** Advancing gender diversity and leadership opportunities.
SDG 10	**Reduced Inequalities:** Promoting equal opportunity and inclusive workplaces.

7.2.5 Corporate Social Investment (CSI)

Activities: Community investment programmes focusing on education, health, sanitation, community development, financial literacy and employee volunteerism.

Impact: Bayport implemented nine Corporate Social Investment initiatives during 2025, reaching 4,014 beneficiaries across Ghana. Major projects included support for the Show Your Love Orphanage, sanitation infrastructure at the Army Combat Training School (ACTS), financial literacy and career guidance for approximately 1,200 students in Tamale, and the launch of the Bay Volunteerism Project involving more than 200 employees.

SDG Alignment:

SDG 3	**Good Health and Well-being:** Supporting community health initiatives.
SDG 4	**Quality Education:** Promoting education, financial literacy and youth development.
SDG 6	**Clean Water and Sanitation:** Improving sanitation infrastructure through the ACTS project.
SDG 11	**Sustainable Cities and Communities:** Supporting resilient and inclusive communities.
SDG 17	**Partnerships for the Goals:** Collaborating with schools, communities and strategic partners to maximise social impact.

Bayport's ESG strategy demonstrates a holistic approach to sustainability, recognising that long-term business success is intrinsically linked to social impact, environmental stewardship and sound governance. Through strategic investments and initiatives aligned with the United Nations Sustainable Development Goals, the Company continues to create shared value for customers, employees, shareholders, communities and the broader Ghanaian economy while contributing to a more inclusive, resilient and sustainable future.

OUR ESG KPI's

ESG Metrics	Target	FY 2023	FY 2024	**FY 2025**
NPS Score (External - independent third party)	Positive and meet / exceed previous	12	31	14
NPS Score (new originations - Sell right	score. 80	55	83	83
Campaign) NPS Score (existing customers)	40	51	35	43
eNPS Score	If >10 must be maintained or improving If <10 must be improving (annually)	-	-	32.19
eNPS Score Participation	80%	**-**	**-**	**94%**
Rate Voluntary Attrition QoQ				
- Executive Management	0 (number)	0	0	1
Middle Management	<10%	2%	4%	2%
General Staff	<15%	3%	2%	3%
Gender Diversity (% female) - Total (Permanent + Contracted)	≥40%	42%	44%	46%
Gender Diversity (% female) - Executive Management	≥35%	33%	33%	0%
Gender Diversity (% female) - Middle Management	≥40%	17%	18%	23%
Gender Diversity (% female) - Board	≥30%	67%	57%	40%
QoQ No. of New Customers (net outright settlements)	Growth	10,719	3,729	8,168
Employee Engagement (number of town halls open to all staff)	Quarterly	7	4	6
Employer Engagement (number of executive engagements)	Quarterly	36	8	10
Regulatory Engagement (number)	Biannual	21	9	21
Staff Training (average hours per employee)	1hr / quarter	2.44	2.0	4
CSI - Number of initiatives per quarter	1/quar ter	7	9	7
Funder Engagement	quar terly	24	14	7
Reduction in Energy (Electricity) Use	Flat (<5% change) /	327,697	258,473	251,841
% of women on loan book	Decreasing ≥30%	23.0%	22%	22%
% of loans originated by women (QoQ)	≥30%	22.0%	21%	21%

Table key: Significantly achieved | Achieved | Not achieved | No data / Not applicable

8. OUR BUSINESS – RESPONSIBLE BUSINESS PRACTICES

8.1 HIGHLIGHTS

Bayport's commitment to responsible business practices remained a key driver of sustainable growth during 2025. The Company continued to strengthen governance structures, maintain regulatory compliance, enhance risk management processes and uphold the highest standards of ethical conduct.

Key achievements during the year included:
Revenue increased to GHS541.6 million.
Profit Before Tax exceeded GHS103 million.
Market share increased to 28.52%.
Cost of Risk remained below 2%.
Customer deposits exceeded GHS1 billion.
Customer complaints reduced by 29.4%.
Average complaint resolution time improved from 1.9 days to 1.5 days.
Digital loan origination remained above 99%.
Strong regulatory compliance maintained across operations.

These achievements reflect the Company's disciplined approach to governance, risk management and responsible business conduct.

8.2 GOVERNANCE

Governance Framework and Board Oversight

BOARD

INED	- 4	Includes Chairperson
NED	- 2	
ED	- 4	CEO

- Board meets quarterly at minimum
- High Level of attendance
- Comprehensive meeting packs
- Formal minutes
- formalised delegation of authority
- Financial results published

BOARD COMMITTEES

Audit, Finance and Remuneration Committee

INED	- 1	Includes Chairperson
NED	- 1	

External and Internal Audit. Internal Controls, Annual Financial Statements and Renumeration Policy and Strategy Covenant Adherence

Risk and Compliance Committee

INED	- 1	Includes Chairperson
NED	- 1	

Compliance, Ethics Reporting Line, Combined Assurance, Capital Adequancy, Credit Rating

MANAGEMENT COMMITTEES

Executive Committee	Management Committee	Management Risk Committee	Credit Risk Committee	ALCO

Strong governance remains fundamental to Bayport's long-term success and sustainability.

The Company operates within a governance framework designed to promote accountability, transparency, integrity and effective decision-making. Governance structures support strategic oversight, risk management and regulatory compliance while ensuring alignment with stakeholder expectations.

The Board of Directors provides strategic direction and oversight, while Executive Management is responsible for implementing strategy and ensuring effective execution across the business.

Bayport continues to review and strengthen governance processes to ensure they remain fit for purpose as the organisation grows and evolves.

Governance Objectives

Bayport's governance framework seeks to:

• **Promote ethical conduct.**	• **Protect stakeholder interests.**
• **Support sustainable business growth.**	• **Ensure regulatory compliance.**
• **Strengthen accountability.**	• **Facilitate effective risk management.**

Board Training and Evaluation

Bayport's Board of Directors remains committed to maintaining the highest standards of corporate governance through continuous learning, regular performance evaluation and ongoing professional development. During 2025, the Board successfully completed its annual Board evaluation together with all mandatory corporate governance training programmes, achieving a 100% participation rate. These activities help ensure that Directors remain informed of evolving regulatory requirements, emerging governance trends and developments within the financial services industry, enabling the Board to provide effective oversight and strategic direction.

Board Committees

The Board continues to discharge its responsibilities through specialised committees that provide independent oversight across key areas of the business. These committees, chaired by experienced Independent Non-Executive Directors, play a critical role in strengthening governance, enhancing accountability and supporting effective decision-making.

Working within Bayport's combined assurance framework, the committees provide oversight of management, internal audit, risk management and external assurance activities to ensure that significant risks are identified, appropriately managed and effectively monitored. The Audit, Finance and Remuneration Committee also oversees the annual performance assessment and adequacy reviews of the Risk and Compliance, Finance and Internal Audit functions. In addition, the Committee evaluates the effectiveness and capacity of the finance function and monitors the independence and performance of the Company's external auditors. Internal Audit continues to undergo regular internal quality reviews and periodic independent assessments to ensure its ongoing effectiveness and objectivity.

Management Committees and Operational Governance

The Board's oversight is supported by a robust governance structure comprising several management-level committees responsible for operational decision-making and risk oversight. These include the Executive Committee (EXCO), Management Committee (MANCO), Management Risk Committee and the Credit and Collections Committee. Together, these committees oversee strategic execution, enterprise risk management, regulatory compliance, credit quality, operational performance and the implementation of ESG priorities, ensuring that sound governance practices are embedded throughout the organisation.

Key Governance Policies

Bayport maintains a comprehensive governance framework supported by policies that promote ethical conduct, accountability and responsible business practices. The Company's Code of Business Conduct and Ethics applies to all Directors, employees and agents, establishing clear expectations for integrity, professionalism, fairness and compliance with applicable laws and regulations.

Supporting this framework is the Conflict-of-Interest Policy, which requires all employees and Directors to act in the best interests of the Company and disclose any actual or potential conflicts that may arise. Bayport also maintains a zero-tolerance approach to corruption, bribery and unethical business conduct. To reinforce these standards, ethics and compliance awareness programmes continue to be delivered across the organisation, ensuring employees understand their responsibilities and helping to cultivate a strong culture of integrity, transparency and accountability.

8.3 COMPLIANCE

Bayport Savings and Loans PLC is committed to maintaining full compliance with all applicable laws, regulations and internal standards. Our compliance framework is built on a culture of integrity, accountability and ethical conduct, supported by robust policies, monitoring mechanisms and continuous employee awareness programmes. During 2025, we continued to strengthen our compliance culture and regulatory responsiveness while embedding responsible business practices across the organisation.

Regulatory Compliance

Bayport maintained strong regulatory compliance throughout 2025 and continued to engage constructively with regulators to ensure adherence to applicable laws, regulations and industry requirements. The Company strengthened compliance monitoring processes, enhanced internal controls and reinforced regulatory awareness across the business through targeted training and communication initiatives.

Importantly, no regulatory penalties were recorded during the year, demonstrating the effectiveness of Bayport's compliance framework and commitment to responsible business conduct. This performance reflects the Company's proactive approach to regulatory compliance and its focus on maintaining high standards of governance and accountability.

Compliance with Labour and Social Laws

Bayport remains committed to complying with all applicable labour legislation and promoting a workplace culture founded on fairness, respect and inclusion. We continue to provide safe and healthy working conditions, fair remuneration and equal opportunities for all employees.

Our policies prohibit discrimination, harassment and unfair treatment, helping to create an environment where employees feel valued, supported and empowered to contribute to the Company's success. These practices support employee well-being, engagement and long-term retention while reinforcing our commitment to responsible employment practices.

Environmental Compliance

Environmental responsibility remains an important component of Bayport's ESG strategy. During 2025, we continued to implement initiatives aimed at reducing resource consumption, improving operational efficiency and promoting responsible waste management.

Our environmental initiatives, including the Small Changes, Big Savings campaign and the Trash to Treasure recycling programme, support compliance with applicable environmental requirements while contributing to our broader sustainability objectives.

Compliance with Ethical Business Conduct

Bayport maintains strong governance structures that promote ethical behaviour, transparency and accountability across the organisation. Our Code of Business Conduct and Ethics provides guidance on expected standards of conduct and supports responsible decision-making at all levels of the business.

Through ongoing awareness initiatives, internal controls and leadership oversight, we continue to reinforce a culture of integrity and ethical conduct. These measures help safeguard stakeholder interests, strengthen trust and support the long-term sustainability of the business.

8.4 ANTI-FINANCIAL MISCONDUCT AND ETHICS

Bayport remains committed to upholding the highest standards of integrity, transparency and ethical conduct. The Board of Directors and Executive Management maintain oversight of the Company's approach to preventing, detecting and responding to financial crime risks, including fraud, bribery, corruption, money laundering and other forms of misconduct.

Policy Framework and Governance

Bayport continued to strengthen its governance framework during 2025 through the ongoing review and implementation of key policies that promote ethical conduct, regulatory compliance and responsible business practices. The Company's Anti-Bribery and Corruption (ABC) Policy, Anti-Money Laundering (AML) Policy, Whistleblower Policy, Gift Policy and Conflict of Interest Policy remained central to its governance framework and were regularly reviewed to ensure alignment with evolving regulatory requirements, emerging risks and industry best practice.

These policies are overseen by the Audit, Risk and Compliance Committee and supported by management through ongoing communication, employee awareness programmes and mandatory training. Bayport continues to work closely with the Bayport Group Compliance and Forensic Services teams to strengthen governance processes and maintain consistent standards across the organisation. Employees involved in procurement and other decision-making activities are required to declare any actual or potential conflicts of interest in accordance with the Company's Code of Business Conduct and Ethics and Conflict of Interest Policy.

Anti-Bribery and Corruption (ABC)

Bayport maintains a zero-tolerance approach to bribery, corruption and unethical business conduct. The Company continues to strengthen its control environment through robust due diligence procedures, particularly within lending, procurement and third-party engagements, to minimise exposure to financial crime, regulatory sanctions and reputational risk.

Just as 2024, throughout 2025, Bayport maintained strong governance and ethical standards across its operations. No confirmed incidents of bribery or corruption were recorded during the reporting period, and the Company did not incur any legislative or regulatory sanctions relating to bribery, corruption or unethical business conduct. This performance reflects the effectiveness of Bayport's governance framework, internal controls and culture of integrity.

Anti-Money Laundering (AML)

Bayport remains committed to preventing money laundering, terrorist financing and other forms of financial crime through a comprehensive Anti-Money Laundering framework aligned with applicable legislation, regulatory directives and international best practice.

Customer Due Diligence (CDD) and Know Your Customer (KYC) procedures continue to form the foundation of the Company's AML programme, ensuring that customer identification, verification and ongoing monitoring are conducted using a risk-based approach. Transaction monitoring remains embedded within day-to-day operations, enabling unusual or suspicious transactions to be identified, investigated and escalated where appropriate.

The Company's Board-appointed Anti-Money Laundering Reporting Officers (AMLROs) oversee the reporting of suspicious transactions and ensure compliance with statutory reporting obligations. Bayport also continued to strengthen organisational capability through mandatory AML training for new employees and periodic refresher programmes for existing staff, reinforcing awareness of financial crime risks and regulatory responsibilities across the business.

Fraud

Bayport regards fraud prevention, detection and investigation as fundamental to maintaining stakeholder confidence and protecting the integrity of its business. The Company's Fraud Policy provides a comprehensive framework for preventing, identifying, investigating and responding to fraudulent activities, while promoting a culture of ethics, accountability and transparency. Oversight of fraud risk rests with the Audit, Risk and Compliance Committee, which receives regular reports on fraud trends, investigations and control improvements. Investigations are conducted in accordance with recognised professional standards, with appropriate disciplinary, recovery and legal action taken where necessary.

During 2025, 37 fraud incidents were recorded involving both internal and external parties, including employees, agents and customers, with most cases relating to the misappropriation of loan proceeds. Despite the dynamic fraud risk environment, no regulatory penalties were recorded during the year, demonstrating the effectiveness of the Company's governance, compliance and risk management framework.

Bayport continued to strengthen its fraud prevention controls through enhanced monitoring, improved internal controls and employee awareness initiatives. Proactive measures prevented potential fraudulent disbursements amounting to GHS350,623.00, while fraud-related losses reduced from GHS712,199 in 2024 to GHS16,000 in 2025. The Company also recovered GHS129,215.86 during the year, with fraud losses remaining well below the Company's internal risk tolerance threshold of 0.15% of net cash.

Building a strong culture of ethics remains a priority. During 2025, 99.0% of 249 employees completed mandatory Fraud and Ethics training, compared with 94.35% of 234 employees in 2024. The training strengthened employees' understanding of fraud prevention, regulatory requirements, internal controls and ethical decision-making, further enhancing Bayport's resilience against financial crime.

5. GRIEVANCE MECHANISMS AND WHISTLEBLOWING

Bayport promotes a culture of transparency, accountability and open communication through established grievance and whistleblowing mechanisms. Employees, customers, suppliers and other stakeholders are encouraged to report concerns relating to unethical conduct, misconduct, fraud, regulatory breaches or violations of Company policies.

The Company's whistleblowing framework provides confidential and secure reporting channels through which concerns can be raised without fear of retaliation. All reported matters are assessed and investigated in accordance with established procedures to ensure fair treatment, due process and appropriate resolution.

Bayport remains committed to fostering an environment where concerns can be raised safely and addressed promptly. Through the consistent application of these mechanisms, the Company continues to strengthen stakeholder trust, support good governance and reinforce its commitment to ethical conduct and responsible business practices.

6. RISK MANAGEMENT

Bayport's Enterprise Risk Management (ERM) framework remains a key enabler of sustainable growth, operational resilience and regulatory compliance. The framework supports the identification, assessment, mitigation and monitoring of risks that could affect the achievement of strategic objectives.

Risk management policies and processes are aligned with applicable regulatory requirements and are subject to ongoing review by Management and the Board. New regulatory directives are assessed through structured gap analyses conducted by the Legal and Risk functions, with findings presented to the Executive Management Committee (EXCO), the Management Risk Committee (MRC) and the Board's Audit, Risk and Compliance Committee for review and guidance.

ESG-related risks are integrated into the ERM framework, enabling proactive identification and management of environmental, social and governance risks and opportunities. Continuous engagement with customers, employees, regulators and communities further supports effective risk management and ensures that business decisions remain aligned with stakeholder expectations and evolving sustainability priorities.

7. TAX GOVERNANCE

Bayport is committed to maintaining high standards of tax governance, transparency and regulatory compliance. The Company seeks to meet all tax obligations in a timely and responsible manner while maintaining constructive engagement with relevant tax authorities.

Our tax governance framework is supported by internal controls, oversight mechanisms and regular reviews designed to ensure compliance with applicable tax laws and regulations. The Finance and Compliance teams continue to work collaboratively to strengthen tax processes and enhance accountability across the organisation.

Through responsible tax practices, Bayport contributes to national development while reinforcing its commitment to ethical business conduct and sound corporate governance.

Total taxes paid in 2025 amounted to:

PAYE	9,683,231.06
WITHHOLDING TAX	10,051,651.91
CORPORATE INCOME TAX	35,286,626.27

8. SUPPLY CHAIN MANAGEMENT

Bayport continued to strengthen its commitment to responsible procurement and local economic development through sustainable sourcing practices and proactive supplier engagement. During 2025, total payments to supplier organisations and individuals increased to GHS73.72 million, compared with GHS67.20 million in 2024, representing an increase of approximately 9.7%. Payments to local suppliers increased significantly from GHS39.02 million in 2024 to GHS61.13 million in 2025, representing a 56.6% increase. Consequently, the proportion of supplier payments directed to local suppliers increased from 58.1% in 2024 to 82.9% in 2025.

The growth in supplier expenditure reflects increased business and operational activity during the year, while the substantial increase in local supplier payments demonstrates Bayport's deliberate efforts to support Ghanaian businesses and strengthen domestic supply chains. By increasing the share of goods and services sourced locally, the Company contributed to local economic activity, supported businesses and employment, and strengthened the resilience of its supply chain.

9. INFORMATION SECURITY AND DATA PRIVACY

As digital transformation continues to shape the financial services industry, Bayport remains committed to protecting customer information and maintaining robust cybersecurity controls. Information security and data privacy remain strategic priorities and are supported by policies, systems and processes designed to safeguard information assets and ensure business continuity.

The Company continues to strengthen its cybersecurity posture through proactive monitoring, vulnerability management and employee awareness programmes. A vulnerability management tool remains in place to identify potential threats and support timely remediation activities.

Bayport maintains its ISO 27001:2022 certification, demonstrating continued alignment with internationally recognised information security standards. Ongoing employee training and awareness initiatives further strengthen the Company’s ability to manage cybersecurity risks and promote responsible data handling practices.

During 2025, no significant cybersecurity incidents were recorded. Bayport remains committed to continuously enhancing its information security capabilities to address evolving cyber threats and maintain stakeholder confidence in an increasingly digital operating environment.

9. OUR CUSTOMERS

9.1 2025 Highlights

Customers remain at the centre of Bayport's business model and sustainability strategy. Through responsible lending, digital innovation, financial literacy and customer protection initiatives, the Company continues to improve financial access and economic participation across Ghana.

Key customer achievements during 2025 included:

- Market share increased to 28.5%.
- Active loan book customers increased to 88,000.
- Loan portfolio value grew to GHS 1.3 billion.
- Digital loan origination remained above 99%.
- Customer complaints reduced by 29.4% compared to 2024.
- Average complaint resolution time improved by 21% compared to 2024%.
- Internal Net Promoter Score (NPS) for new originations maintained at 83.
- More than 1,200 students reached through financial literacy programmes.

9.2 Customer Profile and Market Segments

Bayport serves a diverse customer base across Ghana through accessible, innovative and responsible financial solutions designed to meet the varying needs of individuals and households. Our customer portfolio includes salaried employees, pensioners, small business owners, entrepreneurs, farmers, self-employed individuals and participants within the informal sector. By serving a broad range of customer segments, Bayport continues to promote financial inclusion while supporting economic participation and improving access to finance across underserved communities.

The diversity of our customer base reflects our commitment to providing financial solutions that empower individuals to invest in education, healthcare, housing, agriculture and business development. Through our products and services, we continue to contribute to economic growth and improved financial resilience among the communities we serve.

During 2025, the number of customers on our loan book increased from 85,634 in 2024 to 92,339, representing growth of 7.8%. Total loans outstanding also increased from 122,728 to 127,916, reflecting growth of 4.2% over the same period. This growth demonstrates the continued demand for Bayport's financial solutions and our ability to attract and retain customers in an increasingly competitive market.

The increase in active customers was supported by the continued expansion of digital channels, improvements in customer experience and increased awareness of Bayport's products and services. These factors have enabled the Company to strengthen customer relationships, improve accessibility and extend its reach to a broader customer base across Ghana.

METRICS (LOAN CUSTOMERS)	GHANA
Gender Diversity (% male) – client individuals	76%
Gender Diversity (% female) – client individuals	24%
Average Age (loan book)	42%
% Single (loan book)	29%
% Married (loan book)	69%
% Employed (loan book)	96%
% Retired	4%

CATEGORY	TOTAL VOLUME %
Micro SME	24
Education	33
Agriculture	17
Health	13
Housing	10
Funerals	1
Other	2
Total	100

9.3 Financial Inclusion and Innovation

At Bayport, we believe that access to financial services is a powerful tool for economic empowerment and improved livelihoods. Our ambition is to ensure that all customers, regardless of their location, gender or socioeconomic background, have access to convenient, responsible and affordable financial solutions that enable them to achieve their financial goals.

Digital Transformation

Digital innovation continues to be a key enabler of financial inclusion at Bayport. During 2025, we maintained our position as a digitally led financial institution, with 99.73% of all loans originated through digital channels. Our continued investment in technology has enhanced customer convenience, reduced turnaround times and improved access to financial services across the country.

We continued to leverage high levels of smartphone ownership and digital adoption among our customers by strengthening our self-service capabilities. These platforms enable customers to apply for loans, track application progress and access services remotely, reducing the need for physical branch visits and improving overall customer experience. Through these innovations, Bayport continues to expand access to finance while improving operational efficiency and service delivery.

As part of our efforts to simplify customer onboarding and strengthen compliance, we continued to utilise digital Know Your Customer (KYC) processes, including Ghana Card verification capabilities, to improve the efficiency and security of customer identification and verification procedures.

Advancing Women's Financial Inclusion

Promoting financial inclusion for women remains an important component of Bayport's social impact agenda. During 2025, the representation of women in our loan books was maintained at 22%, same as 2024.

Recognising the opportunity to further close the gender financing gap, Bayport continued to promote initiatives aimed at increasing women's participation in financial services. These efforts support our broader commitment to inclusive growth and align with international objectives aimed at improving economic opportunities for women.

The Company remains focused on identifying and addressing barriers that may limit women's access to finance, including financial literacy challenges, income constraints and other socio-economic factors. Through targeted engagement, customer education and tailored financial solutions, Bayport seeks to increase women's participation in its customer portfolio and contribute to greater economic inclusion.

9.4 Customer Protection and Well-Being

Protecting customers and ensuring fair treatment remain fundamental to Bayport's business model. The Company is committed to responsible lending, transparent communication and the provision of high-quality financial services that place customer interests at the centre of decision-making.

During 2025, Bayport continued to strengthen customer protection practices through employee training, enhanced customer engagement processes and effective complaints management systems. Training programmes covering consumer protection principles, service standards, customer rights and complaint handling procedures were delivered to customer-facing employees, including call centre teams, sales personnel and customer experience officers.

These initiatives help ensure that customer concerns are handled professionally, consistently and in accordance with regulatory requirements while promoting a customer-centric culture across the organisation.

Complaints Resolution

Bayport remains committed to resolving customer concerns promptly and effectively. During 2025, the Company recorded 3,786 customer complaints, representing a significant reduction from 5,363 complaints recorded in 2024. This reflects a 29.4% improvement in complaint volumes despite continued growth in the customer base.

Average complaint resolution time improved from 1.9 days in 2024 to 1.5 days in 2025, demonstrating enhanced responsiveness and process efficiency. These improvements contributed positively to customer satisfaction and support Bayport's commitment to delivering a superior customer experience.

The Company continues to monitor customer feedback closely and uses insights gained from complaints and customer interactions to improve products, services and operational processes. Through these efforts, Bayport seeks to strengthen customer trust, improve service quality and ensure that customers receive fair and transparent treatment at all times.

9.5 Financial Awareness and Wellness

Financial literacy remains a key component of Bayport's commitment to customer empowerment and responsible finance. We believe that improving financial knowledge and decision-making skills helps customers build financial resilience, manage debt responsibly and achieve their long-term financial goals.

During 2025, Bayport continued to deliver financial literacy content through multiple channels, including SMS campaigns, social media platforms, digital engagement channels and customer education initiatives. These programmes focused on practical topics such as budgeting, saving, debt management and responsible borrowing, helping customers make more informed financial decisions.

As part of our broader financial inclusion efforts, Bayport organised a Financial Literacy and Career Guidance Workshop at Business Senior High School in Tamale on 9 May 2025. Delivered in partnership with Virtual Career Office, the programme reached approximately 1,200 students and focused on financial management, budgeting, career development and personal growth. To further support learning outcomes, Bayport donated a projector and screen to the school to enhance teaching and educational activities.

The Company also continued to strengthen internal financial literacy capabilities by equipping employees and customer-facing teams with the knowledge and tools required to support responsible borrowing and effective customer engagement. Through these initiatives, Bayport seeks to contribute to improved financial well-being and stronger financial outcomes for customers and communities.

9.6 Product Quality and Customer Experience

Delivering a positive customer experience remains central to Bayport's strategy and long-term success. The Company continues to invest in understanding customer needs and improving service delivery across every stage of the customer journey.

During 2025, Bayport maintained a strong focus on customer satisfaction, service quality and operational efficiency. Continuous improvements in digital service delivery, customer engagement processes and complaints management contributed to an enhanced customer experience and improved customer outcomes.

Customer feedback remains an important source of insight for service improvement. The Company actively monitors customer satisfaction through surveys, Net Promoter Score (internal) assessments and customer interaction channels to identify opportunities for improvement and strengthen customer relationships.

The positive impact of these efforts is reflected in Bayport's customer experience performance during the year. Net Promoter Score for new loan originations was maintained at 83 in 2025, while the score for existing customers improved from 40 to 43. These results indicate strong customer advocacy and increasing customer loyalty.

In addition, customer complaints reduced by 29.4%, declining from 5,363 complaints in 2024 to 3,786 complaints in 2025. Average complaint resolution time also improved from 1.9 days to 1.5 days, demonstrating the Company's commitment to responsive service and continuous improvement.

Bayport remains committed to delivering simple, accessible and customer-centric financial solutions that meet evolving customer needs while maintaining the highest standards of service quality and customer care.

2025 Sagaci Research Summary Result

In partnership with Sagaci Research, we continued to assess customer satisfaction through annual customer perception surveys. While our overall customer satisfaction with the loan application process remained strong at an average rating of 8/10, our Independent Net Promoter Score (external NPS) declined from 31 in 2024 to 14 in 2025, indicating an opportunity to strengthen customer advocacy despite consistently positive service experiences. The survey also revealed a shift in customer priorities, with pricing emerging as the primary factor influencing the choice of a loan provider, increasing from 35% in 2025 to 52% in 2026, while the importance of convenience declined. Encouragingly, the proportion of customers borrowing from competing institutions reduced from 59% to 47%, reflecting stronger customer loyalty. We also recorded continued growth in smartphone ownership, internet access and customer understanding of loan terms, demonstrating the positive impact of our financial education and digital engagement initiatives. In response to the findings, Bayport will continue to focus on maintaining competitive pricing, enhancing digital service delivery, strengthening customer engagement and expanding financial literacy programmes to further improve customer experience and trust.

Internal net promoter score

Bayport continues to conduct monthly Internal Net Promoter Score (NPS) assessments as part of its Sell Right campaign to monitor customer experience and drive continuous service improvement. A dedicated team reviews customer survey responses to identify trends, understand customer feedback and address areas requiring improvement. Where lower satisfaction scores are recorded, targeted coaching and training are provided to customer-facing employees to strengthen service delivery, reinforce ethical selling practices and enhance the overall customer experience.

The Company's Internal Net Promoter Score increased significantly from 74.5 in 2023 to 83 in 2024 and was maintained at 83 throughout 2025. Sustaining this strong performance demonstrates Bayport's continued commitment to customer-centric service, ethical product communication and continuous employee development. The consistently high score reflects the effectiveness of the Sell Right campaign and the Company's ongoing efforts to build customer trust, strengthen relationships and deliver a consistently positive customer experience across all service channels.

Bayport continues to measure customer experience through monthly Internal Net Promoter Score (NPS) assessments under its Sell Right campaign, ensuring that customer feedback remains central to continuous service improvement. A dedicated team reviews customer survey responses to identify service gaps, monitor performance trends and implement targeted interventions where required. Low-scoring interactions are analysed to identify root causes, enabling focused coaching and training for customer-facing employees to strengthen service delivery and enhance the customer experience.

Customer engagement

Bayport continued to strengthen customer relationships through a range of targeted engagement initiatives designed to improve service quality and better understand customer needs. During the year, service clinics were conducted across all ten service centres, providing opportunities to engage directly with payroll and fixed deposit customers, educate them on Bayport's products and services, gather valuable feedback and demonstrate appreciation for their continued loyalty.

The Company also implemented targeted service recovery initiatives across its digital sales channels to reconnect with dissatisfied customers and improve their overall experience. Additional customer engagement activities included monthly SMS communications, comprehensive onboarding guides for new customers and proactive Care Calls aimed at strengthening customer relationships and encouraging long-term loyalty.

Customer Service Week was once again celebrated across the organisation under the theme "Above and Beyond," recognising employees who consistently delivered exceptional service while reinforcing Bayport's commitment to putting customers at the centre of everything it does.

Employer engagement

Bayport recognises employer partners as important stakeholders in delivering responsible financial services and expanding financial inclusion. Throughout 2025, the Company continued to strengthen relationships with employer partners through regular engagement aimed at improving operational efficiency, enhancing service delivery and supporting sustainable portfolio growth.

During the year, Bayport engaged employer partners on eight occasions to discuss operational improvements, strengthen collaboration and introduce new digital product solutions for stakeholder feedback ahead of potential implementation. These engagements provided valuable insights that will help shape future product development and improve customer experience.

The Company also continued collaborating with payroll institutions to review customer loan records and ensure uninterrupted service delivery for eligible customers. Constructive engagements with the Controller and Accountant General's Department resulted in positive outcomes on payroll reconciliation matters, further strengthening the integrity and efficiency of Bayport's payroll lending operations.

In addition, Bayport participated in technical training organised by the Ghana Association of Savings and Loans Companies (GHASALC), covering credit appraisal, loan recovery and delinquency management. The training reinforced responsible lending practices, strengthened credit risk management capabilities and supported the continued integration of ESG principles into lending and portfolio management decisions.

9.7 Economic Contribution to Society

At Bayport, creating shared value extends beyond financial services. We recognise that sustainable development requires meaningful investment in communities, environmental stewardship and active stakeholder participation.

Our community investment and environmental programmes are designed to improve lives, strengthen communities and contribute to national development priorities while supporting the United Nations Sustainable Development Goals (SDGs).

During 2025, Bayport expanded its impact through corporate social investment (CSI), employee volunteerism, environmental awareness campaigns and targeted community interventions.

Corporate Social Investment

Creating positive social impact remains central to Bayport's purpose of improving lives. During 2025, the Company continued to invest in initiatives focused on education, health, environmental sustainability, infrastructure development and community welfare. A total of nine Corporate Social Investment (CSI) projects were implemented during the year, reaching 4,014 beneficiaries compared to 2,315 beneficiaries in 2024, representing an increase of approximately 73%.

Community investment increased from GHS251,830.00 in 2024 to GHS 282,513.00 in 2025. These investments supported education, health, sanitation, financial literacy and community development programmes, reinforcing Bayport's commitment to creating lasting social impact across the communities it serves.

Bay Volunteerism Project

In July 2025, Bayport officially launched the Bay Volunteerism Project, providing a structured framework for employee volunteerism and strengthening the Company's contribution to sustainable community development. The initiative builds on years of employee-led social impact activities and aligns volunteer efforts with key Sustainable Development Goals. During the year, more than 207 employees participated in volunteer activities across multiple communities, supporting initiatives such as financial literacy education, environmental conservation, community outreach and social welfare projects. By incorporating volunteerism into employee objectives, Bayport continues to reinforce a culture of responsible citizenship and community engagement.

Financial Literacy and Youth Development

Bayport remains committed to promoting financial literacy and preparing young people for future success. As part of this commitment, the Company organised a Financial Literacy and Career Guidance Workshop at Business Senior High School in Tamale on

9th May 2025. Delivered in partnership with Virtual Career Office, the programme reached approximately 1,200 students and provided practical guidance on budgeting, money management, career planning and personal development. To support learning outcomes, Bayport also donated a projector and projection screen to the school. The initiative forms part of Bayport's broader commitment to youth empowerment and financial education.

Show Your Love Orphanage Project

Bayport extended support to the Show Your Love Orphanage in Agona Swedru through a comprehensive donation and renovation initiative aimed at improving living conditions for children at the facility. The Company donated groceries, toiletries, bedding, learning materials, clothing, footballs, classroom furniture and both indoor and outdoor play equipment. In addition, employees undertook renovation works to improve the physical environment and provided a cash donation to support the orphanage's ongoing operational needs. The intervention contributed to creating a safer, more comfortable and supportive environment for the children.

Army Combat Training School (ACTS) Sanitation Project

On 18 July 2025, Bayport partnered with the Ghana Armed Forces to support infrastructure improvements at the Army Combat Training School (ACTS) in Teshie. The Company donated a 5,000-litre water tank, four water closets, two wash basins and three urinal units to support the construction of a new sanitation facility. The project improved access to sanitation services and created healthier learning and training conditions for students and personnel. Bayport remains committed to maintaining its partnership with ACTS and supporting future development initiatives.

Supporting National Healthcare

As part of its commitment to community health and employee volunteerism, Bayport organised a blood donation campaign in October 2025. The exercise attracted 33 donors and resulted in the collection of 33 pints of blood, with the potential to positively impact up to 99 lives. The initiative contributed to national blood supply efforts and demonstrated Bayport's commitment to supporting healthcare outcomes beyond its core business activities.

CHANGING LIVES - THE BAYPORT SCHOLARSHIP SCHEME

Dr. Emmanuel Yeboah Acheampong

Please I want to say a very very big thank you for the support throughout my University journey.Words can't fully express how grateful I am for all you've done for me. Thank you for supporting my education and for paying my fees when I needed it most. Your kindness truly lifted a huge burden off my shoulders and gave me the chance to keep chasing my goals.

I truly appreciate every sacrifice you and Bayport made for me. May God continue to bless and reward you for the love and generosity you've shown. I will never forget your support.

| Kwame Nkrumah Univesity of Science and Technology
| BSc. Human Biology (Dentistry)

Rachel Akuta Awinpoka

I am profoundly grateful to Bayport for the financial support I received during my studies at KNUST. As the first university student in my family, the scholarship helped cover my accommodation and school fees and allowed me to focus fully on my education. Bayport's support motivated me to work hard and successfully complete my Bachelor of Science in Telecommunication Engineering with First Class Honours.

| Kwame Nkrumah Univesity of Science and Technology
| BSc. Telecommunication Engineering

Kobina Akofi-Holison

Receiving the Bayport Scholarship during my second year at KNUST was a great blessing. The support helped cover my tuition fees and accommodation, allowing me to concentrate fully on my studies. Through this assistance, I successfully completed my Computer Engineering degree with a first-class honours. I am sincerely grateful to Bayport for the opportunity and the important role they played in my academic journey.

| Kwame Nkrumah Univesity of Science and Technology
| BSc. Computer Engineering

Benjamin Selorm Dugbley

Bayport supported me throughout my Medical Laboratory Science studies at the University of Cape Coast by helping with my school fees and accommodation. This assistance significantly reduced the financial pressure on me and allowed me to remain focused on completing my programme. I am especially grateful for Bayport's continued support throughout my academic journey and for giving me the opportunity to successfully earn my degree.

| University of Cape Coast
| BSc. Medical Laboratory

Osafo Elizabeth Appiah

I am sincerely grateful to the Bayport Scholarship Scheme for the financial support extended to me during my studies at the University of Ghana, where I pursued a Bachelor of Science in Dietetics. Receiving the scholarship from Level 300 to Level 400 greatly eased my financial burden and enabled me to focus on academic excellence. I truly appreciate Bayport's commitment to empowering students through education.

|University of Ghana
| BSc. Dietetics

Caleb Eugene Teye Djidjor

The Bayport Scholarship gave me the opportunity to pursue my university education at the University of Ghana, with my tuition and accommodation covered throughout my four-year programme. The support allowed me to focus on my studies and successfully complete the BSc. Administration programme, majoring in Accounting.

Today, I am proud to work with Bayport as a Finance Officer. From being a scholarship beneficiary to becoming part of the organisation, this journey means a great deal to me.

| Finance Officer
| Bayport Savings and Loans PLC

OUR ENVIRONMENTAL COMMITMENT

Bayport recognises that responsible environmental management is essential to long-term sustainability and value creation. Although the Company's direct environmental footprint remains relatively modest compared to more resource-intensive industries, Bayport continues to pursue opportunities to reduce resource consumption, improve operational efficiency and strengthen environmental awareness among employees. The Company's environmental strategy focuses on energy efficiency, water stewardship, waste reduction, recycling and environmental education.

Energy Performance – Small changes, Big Savings

Bayport recorded electricity consumption of 251,841 kWh in 2025, compared to 258,473 kWh in 2024, representing a reduction of approximately 2.6%. This improvement reflects the positive impact of employee awareness initiatives and the continued effectiveness of the Small Changes, Big Savings campaign.

Greenhouse Gas Emissions

Bayport continues to monitor greenhouse gas emissions associated with electricity consumption and fuel use. Total emissions for 2025 were estimated at approximately 298.8 tonnes of carbon dioxide equivalent (tCO_2e), comprising emissions from diesel consumption, petrol consumption and purchased electricity. Transportation fuel consumption remains the largest contributor to the Company's carbon footprint. Bayport will continue exploring opportunities to improve operational efficiency and reduce emissions over time.

Water Stewardship

Water management became an increased area of focus during 2025 as Bayport strengthened monitoring and conservation efforts across its operations. Total water consumption increased from 1,598 cubic metres in 2024 to 1,982 cubic metres in 2025. However, quarterly monitoring data revealed a positive downward trend throughout the year, with water usage declining progressively from 716 cubic metres in the first quarter to 306 cubic metres in the fourth quarter. These results suggest that improved monitoring and employee awareness initiatives are beginning to generate positive behavioural changes and improved resource efficiency.

Waste Management and Recycling

Bayport strengthened its waste management efforts through awareness campaigns, recycling initiatives and active employee participation. During 2025, the Company launched the Trash to Treasure recycling campaign, which encourages employees to separate plastic waste from general waste and promotes responsible recycling practices across all locations. The initiative supports Bayport's commitment to reducing waste sent to landfill, increasing recycling rates and promoting circular economy principles. Through the programme, approximately 286.5 kilograms of waste were recovered and diverted from disposal streams.

This bench was produced using recycled plastic waste

Paper Reduction

The continued adoption of digital processes and improved document management practices contributed to a significant reduction in paper consumption during 2025. Paper usage declined from 111 reams in 2024 to 92 reams in 2025, representing a reduction of approximately 17.1%. This improvement reflects Bayport's ongoing commitment to reducing resource consumption and supporting environmentally responsible business practices.

Our Business: Driving Responsible Growth

As Bayport continues to grow, we remain focused on strengthening the governance, policies and systems that support responsible and sustainable business practices. In 2026, we will continue enhancing our ESG framework by improving sustainability data collection, strengthening ESG reporting processes and increasing the integration of ESG considerations into strategic decision-making.

We will further strengthen our environmental management approach through improved monitoring of energy, water and waste performance, while expanding ESG considerations within our procurement and supplier engagement processes. These initiatives will support greater operational efficiency, improved transparency and stronger sustainability performance across the business.

The Company will also continue to build on the success of initiatives such as the Trash to Treasure recycling campaign and the Small Changes, Big Savings programme, promoting responsible resource management and environmental awareness across all operating locations.

Trash to Treasure: Turning Plastic Waste into Purpose

At Bayport, sustainability is more than a buzzword, it's a responsibility we live by. That's why we launched Trash to Treasure, an employee-led initiative focused on reducing plastic waste and promoting a circular economy within our operations. Trash to Treasure is more than a recycling campaign, it's a culture of responsibility. It's a reflection of Bayport's commitment to building a workplace culture that values responsible living, teamwork, and environmental stewardship. Together, we're proving that small changes like sorting plastic at your desk can lead to a big impact.

The Problem We Are Tackling

Plastic pollution remains one of the greatest threats to our environment. As a business with a national footprint and a highly engaged workforce, we recognize both our responsibility to minimize environmental impact and our opportunity to lead change from within.

Our Solution: A Simple but Powerful Process

The Trash to Treasure initiative empowers Bayport employees to take active ownership of sustainability through three key steps:

1. Sorting Waste at the Source

Across our offices, staff are encouraged to separate plastic waste such as bottles, wrappers, and containers into clearly marked plastic receptacles.

2. Measuring Our Impact

We track the weight of every batch of plastic collected and sent to our recycling partner, Mckingtorch Africa Limited. This allows us to monitor our progress and hold ourselves accountable month after month.

3. Partnering with Recyclers: Mckingtorch Africa Ltd.

We work closely with Mckingtorch Africa Limited, a certified recycling company, to ensure the responsible disposal and transformation of the plastic waste we collect. Through this partnership, plastic is not only diverted from landfills but given a second life turned into reusable items that support both sustainability and innovation. Mckingtorch plays a vital role in helping us close the loop, turning waste into valuable resources that can re-enter our offices and communities.

Looking Ahead: Giving New Life to Plastic Waste

As part of the ongoing Trash to Treasure initiative, the plastic waste collected across our offices will now be recycled into useful items that can be reintegrated into our workplace. Our team will be working with Mckingtorch Africa Ltd. to turn the collected plastic into practical office items such as benches, flowerpots, pen holders, and storage containers. This step reinforces our commitment to sustainability by ensuring that the waste we generate is transformed into resources that support our daily operations, creating a closed-loop approach.

10. OUR PEOPLE

At Bayport, our people remain our greatest asset and a key driver of sustainable business performance. We are committed to creating a workplace where employees feel valued, supported and empowered to reach their full potential.

During 2025, we continued to invest in employee development, leadership succession, diversity and inclusion, employee well-being and workplace culture.

10.1 Key People Highlights

- Workforce increased to 255 employees.
- Female workforce representation increased to 46%.
- Female Board representation remained at 40%.
- Employee engagement score (eNPS) reached 32.19.
- Participation in the eNPS survey reached 94%.
- 202 employees participated in the annual health screening programme.
- 33 employees donated blood during the annual blood donation exercise.
- 12 high-potential women participated in the Women's Development Programme.
- Learning and development investment increased to GHS GH¢ 988,403.62
- Bayport participated in the National Women's Summit and Expo.

10.2 Employee Profile and Workforce Trends

Metric	Categories	Dec-2024		Dec-25	
		Male	Female	Male	Female
Total Number of Jobs	Executive & Senior Management	18	3	18	3
	Middle Management	25	7	28	10
	General Staff	94	96	92	104
	Total	**137**	**106**	**138**	**117**

Bayport remains committed to building a diverse and inclusive workplace that reflects the communities it serves. Female workforce representation has increased consistently over the past three years, reaching approximately 46% in 2025 compared to 44% in 2024. This trend demonstrates Bayport's commitment to creating opportunities for women and promoting gender diversity throughout the organisation. While female representation remains strong at Board level, executive management representation declined during the year following organisational changes.

10.3 Key Human Capital Policies

At Bayport, our people are central to the delivery of our strategy and long-term success. We are committed to creating a workplace that promotes fairness, respect, inclusion and equal opportunity for all employees. The Company upholds internationally recognised human rights principles and fair labour standards and maintains a zero-tolerance approach to discrimination, harassment, intimidation and unsafe working conditions. Our policies and practices are designed to foster a safe, supportive and inclusive work environment where employees can thrive and contribute meaningfully to the success of the business.

Bayport's remuneration and benefits framework is designed to remain competitive, performance-driven and aligned with industry standards. We seek to reward employees fairly while supporting employee well-being, engagement and retention. Our Employee Value Proposition (EVP) is anchored on three core pillars: meaningful career development, a supportive and inclusive workplace culture, and a comprehensive approach to employee well-being. These commitments are reinforced through employee onboarding programmes, internal communication initiatives and ongoing engagement activities that strengthen our culture and enhance the employee experience.

Performance management remains an important component of our people strategy. The Company continues to operate an enhanced performance management framework that supports employee development and accountability throughout the year. The framework incorporates regular performance discussions, mid-year reviews and

year-end evaluations, creating opportunities for constructive feedback, continuous improvement and personalised development planning. Insights from the performance management process also support succession planning efforts by helping to identify high-potential employees and prepare future leaders for key roles within the organisation.

10.4 Talent Attraction, Development and Retention

Attracting, developing and retaining skilled talent remains critical to Bayport's long-term success. During 2025, the Company continued to invest in initiatives designed to strengthen employee capabilities, support leadership development and build a sustainable talent pipeline for the future.

A key focus area during the year was leadership and capability development. Learning and development investment increased significantly from GH¢ 401,295.22 in 2024 to GH¢ 988,403.62 in 2025, reflecting Bayport's commitment to strengthening employee capability and leadership readiness. This increase was largely driven by strategic development initiatives, including the Women's Development Programme, leadership coaching and other targeted development interventions aimed at building future leaders within the organisation.

While learning investment increased substantially, average training hours per employee declined from 6.30 hours in 2024 to 2.93 hours in 2025. This reflects a strategic shift towards more focused, specialised and high-impact learning interventions rather than broad-based training programmes. Bayport continues to evaluate the effectiveness of training investments to ensure development initiatives remain aligned with organisational priorities and employee growth needs.

The Company also continued to strengthen employee capabilities through training programmes covering fraud prevention, information security, cybersecurity awareness, compliance and responsible business conduct. These initiatives help employees respond effectively to emerging risks while supporting a strong culture of compliance and accountability across the organisation.

Bayport remains committed to creating an environment where talented employees can build rewarding careers, develop professionally and contribute meaningfully to the Company's continued growth and success.

10.5 Diversity, Equity and Inclusion

Bayport believes that a diverse and inclusive workforce contributes to stronger decision-making, greater innovation and improved organisational performance. The Company remains committed to fostering a workplace where all employees feel valued, respected and empowered to contribute their unique perspectives and experiences.

During 2025, female representation within the workforce increased to 45.9%, compared to 43.6% in 2024, reflecting continued progress towards greater gender balance across the organisation. Female representation on the Board remained strong at 40%, demonstrating Bayport's commitment to diversity at the highest levels of governance.

Recognising the importance of strengthening female leadership representation, Bayport continued to invest in targeted initiatives designed to develop high-potential female talent. The Women's Development Programme remains a key component of the Company's diversity and inclusion strategy and leadership succession planning framework. Through leadership workshops, coaching sessions, CliftonStrengths assessments and personal development planning, the programme equips participants with the skills, confidence and experience required to pursue future leadership opportunities.

Bayport further reinforced its commitment to women's empowerment through participation in the National Women's Summit and Expo held in March 2025. The event brought together more than 1,400 women from across Ghana and provided valuable opportunities for learning, networking and leadership development. Bayport was represented by 25 female employees and invited customers, reflecting the Company's commitment to supporting women both within the workplace and in the communities it serves.

10.6 Employee Engagement

Employee engagement remains a key focus area for Bayport as the Company continues to build a high-performing and inclusive workplace culture. Open communication, employee involvement and regular feedback mechanisms help strengthen trust and foster a sense of belonging across the organisation.

The Company's Employee Net Promoter Score (eNPS) survey recorded a score of 32.19 in 2025, supported by a strong participation rate of 94%. The high response rate demonstrates employees' willingness to share feedback and contribute to organisational improvement, while the positive score reflects ongoing efforts to strengthen engagement, communication, leadership effectiveness and workplace culture.

Bayport also continues to promote open dialogue through employee engagement platforms that encourage collaboration, knowledge sharing and transparency between leadership and employees. These initiatives help ensure that employee voices are heard and that feedback informs continuous improvement efforts across the business.

Employee Well-Being and Workplace Culture

Employee well-being remains an integral part of Bayport's people strategy and organisational resilience. The Company continues to invest in initiatives that support the physical, mental and emotional well-being of employees while fostering a healthy, supportive and productive workplace culture.

During 2025, Bayport conducted annual health screening exercises across all operating locations, with 202 employees participating. The programme provided general health assessments, consultations and preventive healthcare guidance aimed at encouraging healthier lifestyles and supporting early detection of health concerns. To further promote employee wellness, the Company also organised a dedicated prostate cancer screening initiative for male employees, helping to raise awareness and encourage preventive healthcare practices.

As part of its commitment to employee wellness and community impact, Bayport organised a blood donation exercise in October 2025. The initiative attracted 33 donors and resulted in the collection of 33 pints of blood, contributing to national healthcare efforts and potentially impacting up to 99 lives.

In 2025, Bayport conducted its Employee Net Promoter Score (eNPS) survey, achieving an eNPS score of 32.19, with a strong 94% employee participation rate. The result provides an important measure of employees' overall experience and their willingness to recommend Bayport as a place to work. The high participation rate also demonstrates employees' willingness to engage with the Company's feedback mechanisms and contribute to organisational improvement.

11. TOWARDS THE FUTURE

Bayport's sustainability journey is founded on the belief that responsible finance, environmental stewardship and strong governance are mutually reinforcing drivers of long-term value creation. As we look ahead to 2026 and beyond, we remain committed to strengthening our ESG performance by embedding sustainability more deeply into our business strategy, customer engagement and people practices. Through continuous innovation, responsible growth and meaningful stakeholder partnerships, we aim to create lasting value for our customers, employees, shareholders, regulators and the communities we serve.

Our Customers: Expanding Inclusion and Empowerment

Expanding financial inclusion remains central to Bayport's purpose of improving lives through accessible and responsible financial services. During the coming years, we will continue investing in digital innovation, customer experience improvements and financial literacy programmes that empower customers to make informed financial decisions.

Bayport remains committed to increasing access to finance for underserved and underrepresented groups, particularly women and economically vulnerable communities. We will continue implementing initiatives designed to increase female participation within our customer portfolio and support our long-term objective of increasing the proportion of female borrowers to 30% by 2030.

The Company will also continue to simplify customer journeys, strengthen customer protection practices and improve service accessibility through digital channels, ensuring customers can access financial solutions conveniently and responsibly.

Our People: Embedding a Culture of Sustainability

Our employees remain the foundation of our success and an essential driver of our sustainability ambitions. In 2026, Bayport will continue investing in employee development, leadership capability, succession planning and workplace well-being.

We will further strengthen our sustainability culture through employee engagement initiatives, ESG awareness programmes and opportunities for employees to participate in environmental and community impact activities. Programmes focused on health, wellness, diversity and inclusion will continue to be expanded to support a healthy, engaged and high-performing workforce.

The Company will also continue investing in leadership development initiatives, including programmes designed to support the advancement of high-potential female employees and strengthen diversity across leadership levels.

Deepening Community Impact

Bayport remains committed to creating positive and lasting social impact within the communities we serve. Building on the success of our Corporate Social Investment programmes and the Bay Volunteerism Project, we will continue investing in initiatives focused on education, financial literacy, health, environmental sustainability and community infrastructure.

Through strategic partnerships, employee volunteerism and targeted community interventions, we aim to increase the reach and effectiveness of our social investment programmes while contributing meaningfully to Ghana's development priorities and the Sustainable Development Goals.

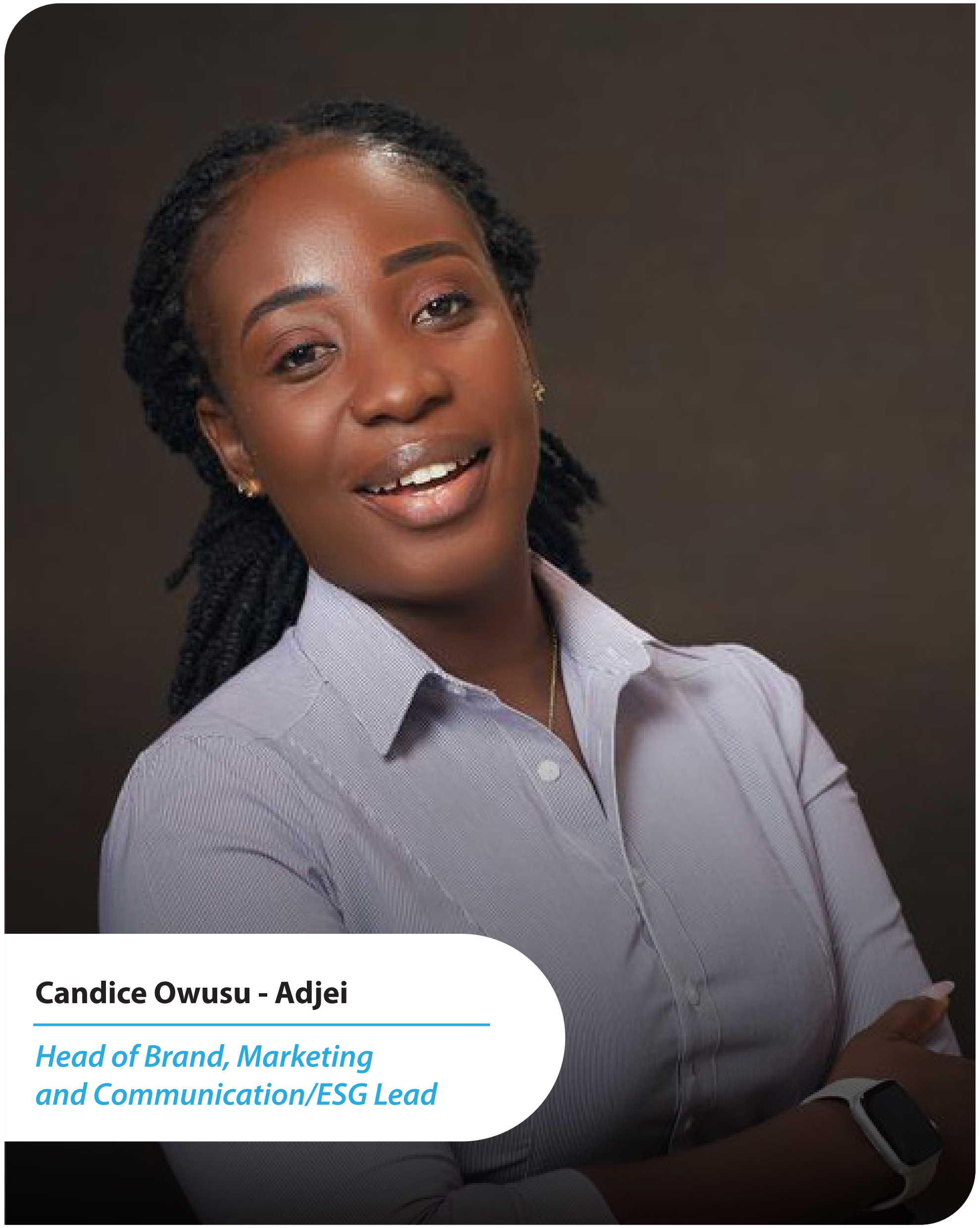
Strengthening ESG Governance

As sustainability expectations continue to evolve, Bayport will focus on strengthening ESG governance, risk management and disclosure practices. Priority areas include improving ESG data quality, enhancing stakeholder engagement and strengthening alignment with international sustainability reporting standards and best practices.

The Company will continue to assess opportunities for future external assurance of ESG disclosures and will work towards increasing the maturity, credibility and transparency of its sustainability reporting processes.

Bayport remains committed to growing responsibly, delivering inclusive value and contributing meaningfully to Ghana's sustainable development agenda. Through purposeful action, innovation and collaboration, we will continue creating long-term value for our stakeholders while helping to build a more resilient, equitable and sustainable future.

12.Closing Message - ESG Lead



Candice Owusu - Adjei

Head of Brand, Marketing and Communication/ESG Lead

The achievements recorded during 2025 reflect the strength of Bayport's business model, the dedication of its employees and the trust placed in the Company by customers, regulators, shareholders, partners and communities.

Throughout the year, Bayport delivered strong financial performance while advancing its commitment to responsible lending, customer protection, employee development, community investment and environmental stewardship. These achievements demonstrate our belief that long-term success is created not only through financial performance but also through the positive impact we generate for society and the environment.

As we look ahead, we remain focused on deepening our impact by expanding financial inclusion, strengthening customer experience, investing in our people, supporting our communities and embedding sustainability across our operations. Our people-centred culture, commitment to innovation and focus on responsible business practices will continue to guide our journey.

Together with our employees, customers, regulators, shareholders, suppliers and community partners, we remain committed to building a more resilient, inclusive and sustainable future. By working together, we will continue improving lives, creating opportunities and delivering lasting value for generations to come.

TESTIMONIALS

I started investing in Bayport in 2018. Since then, I have not encountered any challenges with my fixed deposit. I receive notifications about my mature funds and choose to rollover or withdraw.

GEORGE DARKO

I have tested Bayport Savings and Loans, and I have consistently retained their investment due to their reliability, product development, and staff.

MICHAEL OSEI – ADJEI

I really had a wonderful experience with Bayport Ghana when I needed a loan urgently. To my surprise the application process was very simple and smoth with no time wasting and very straightforward and also their staff were very helpful throughout the process and one thing i was really impressed was how quickly my loan was processed and delivered. I received the money in a very short time, which helped me handle my needs without excuses compared to other banks.

I would gladly recommend them to anyone looking for a fast and efficient loan service.

ERIC OSEI, MPRAESO

I was initially doubtful about investing with Bayport due to past experiences with other financial institutions, but the RM assured me that my money is safe with Bayport. I decided to try their 91-days package, and I have never regretted investing with them. I'm very pleased with the flexibility of their product. Withdrawals are straightforward using USSD, and the RM's quick responses to emergencies that require early termination are impressive. Now, I feel committed to Bayport forever.

NICOLAS OPPONG

I have not encountered any challenge whatsoever with my fixed deposit. I get a notification about my mature funds, and I choose to rollover or withdraw.

DAVID GYAMFI OWUSU

I used to keep my funds in my room because I lost trust in all the banks, but after I was introduced to the Bayport Fixed Deposit investment, I have gained confidence in the product, especially my ability to use their USSD to withdraw my funds at maturity without any issue. Now, I feel comfortable investing large amounts of money with them.

PADMORE KWAME AGYAPONG

I took a loan and have been taking loans from Bayport and i have been able to finish my building project with the facilities. I am not sure i would've been able to finish my project without Bayport.

KINGSLEY ANKUDE, HO


BAYPORT

GRI content index

Statement of use	Bayport Savings and Loans (Ghana) 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

DISCLOSURE		LOCATION
GRI 2: General Disclosures 2021		
2-1	Organizational details	Bayport Savings and Loans No. 22 Nii Nortei Nyankyi Street PMB 248, Accra North, Ghana Pg 4: About our ESG report Pg 10: Company overview
2-2	Entities included in the organization's sustainability reporting	The scope of our ESG report includes Bayport Savings and Loans Ghana.
2-3	Reporting period, frequency and contact point	Pg 4: About our ESG Report
2-4	Restatements of information	Pg 4: About our ESG report
2-5	External assurance	Pg 4: About our ESG report
2-6	Activities, value chain and other business relationships	Pg 10: Company overview. Pg 14: Creating value for our stakeholders; Pg 13: Stakeholders engagement Pg 28: Supply chain management
2-7	Employees	Pg 2-3: Bayport in 2025; Pg 41: Employee profile the methodology used to compile the data is based on head count, full time equivalent (FTE) at the end of the reporting period.
2-8	Workers who are not employees	Pg 2-3: Bayport in 2025; Pg 41: Employee profile
2-9	Governance structure and composition	Pg 16-17: ESG governance structure Pg 23-24: Governance; Pg 27: Risk management
2-10	Nomination and selection of the highest governance body	Pg 23-24: Governance
2-11	Chair of the highest governance body	Pg 6: Message from the chairman
2-12	Role of the highest governance body in overseeing the management of impacts	Pg 23-24: Governance Pg 16: ESG governance and structure; Pg 23-24: Governance. Pg 27: Risk management
2-13	Delegation of responsibility for managing impacts	Pg 16: ESG Governance and Structure
2-14	Role of the highest governance body in sustainability reporting	Pg 23-24: Governance Pg. 27: Risk Management Pg 5: Reporting framework Reporting
2-15	Conflicts of interest	Pg 26: Anti-Bribery and Corruption Policy and Framework All employees must disclose any actual, potential, or perceived conflicts of interest at least once a year, in line our Conflict of Interest policy. Disclosures are reviewed with the CFO, CEO and relevant executives to determine necessary actions. A register of all declarations and outcomes is maintained.
2-16	Communication of critical concerns	Pg 27: Grievance mechanisms
2-17	Collective knowledge of the highest governance body	Pg 23-24: Governance
2-18	Evaluation of the performance of the highest governance body	Pg 24: Governance – training and evaluation
2-19	Remuneration policies	Not reported
2-20	Process to determine remuneration	Not reported
2-21	Annual total compensation ratio	Not reported
2-22	Statement on sustainable development strategy	Pg 6: Message from the chairperson; Pg 8: Message from the CEO; Pg 16: Our commitment to and vision for ESG; Pg 18: ESG strategy

DISCLOSURE		LOCATION
GRI 2: General Disclosures 2021		
2-23	Policy commitments	We recognize that international risk management frameworks adopted by financial institutions have facilitated the convergence around common environmental, social, and governance (ESG) standards for financial services. In alignment with internationally recognized ESG principles and standards, we have adopted an ESG policy. This policy is supported by core policies essential to achieving our ESG strategy and targets. Where applicable, our policies and standards are based on international norms and recognized initiatives and are approved and signed by the board of directors. Key policies referenced in this report include: Pg 24: Code of ethics and business conduct Pg 24: Conflict of interest Pg 26: Anti-bribery and corruption Pg 26: Anti-money laundering and fraud Pg 27: Whistleblowing Pg 28: Tax Pg 28: Supply chain management Pg 28: Information security and data privacy Pg 13: Stakeholder engagement Pg 16: Customer protection Pg 41: Human rights Pg 42: Remuneration Pg 42: Employee value proposition Pg 43: Diversity equity and inclusion Pg 30: Gender Pg 25: Discrimination and harassment
2-24	Embedding policy commitments	We embed our policy commitments by integrating internationally recognized ESG principles into our core operations and strategic framework. We adopt comprehensive policies aligned with global standards, ensuring these are approved by the board of directors. These policies cover critical areas such as ethics, anti-corruption, human rights, and stakeholder engagement. Through continuous monitoring and transparent reporting, we ensure adherence to these commitments. Pg 16: ESG Governance Pg 23: Governance
2-25	Processes to remediate negative impacts	Pg 25: Compliance; Pg 26: Combatting financial crime;
2-26	Mechanisms for seeking advice and raising concerns	Pg 27: Grievance mechanisms Pg 27: Grievance mechanisms; Pg 31: Complaints resolution; Pg 22: Townhalls Pg 44: Employee survey
2-27	Compliance with laws and regulations	Pg 25: Compliance
2-28	Membership associations	Pg 13: Membership associations Pg 13: Our stakeholders
2-29	Approach to stakeholder engagement	Pg 13: Stakeholder engagement
2-30	Collective bargaining agreements	Pg 41: Collective bargaining agreements

GRI content index

DISCLOSURE		LOCATION
GRI 3:	**Material Topics 2021**	
3-1	Process to determine material topics	Pg 12: Theory of change Pg 18: ESG pillars and material topics
3-2	List of material topics	Pg 12: Theory of change; Pg 18: ESG pillars and material topics; Pg 40: Our impact areas Pg 21: Alignment of our pillars, material issues and the UN SDGs
3-3	Management of material topics	See all relevant disclosures below, according to each material topic. Pg 40: Our impact areas Pg 21: Alignment of our pillars, material issues and the UN SDGs Pg 22: ESG KPIs; Pg 23: Our business – material topics; Pg 45: Our customer – material topics; Pg 45: Our people – material topics
GRI 101: Biodiversity 2024		
101-1	Policies to halt and reverse biodiversity loss	Not applicable
101-2	Management of biodiversity impacts	Not applicable
101-3	Access and benefit-sharing	Not applicable
101-4	Identification of biodiversity impacts	Not applicable
101-5	Locations with biodiversity impacts	Not applicable
101-6	Direct drivers of biodiversity loss	Not applicable
101-7	Changes to the state of biodiversity	Not applicable
101-8	Ecosystem services	Not applicable
GRI 102: Climate Change 2025		
102-1	Transition plan for climate change mitigation	Not reported
102-2	Climate change adaptation plan	Not reported
102-3	Just transition	Not reported
102-4	GHG emissions reduction targets and progress	Pg 22: Our ESG KPIs
102-5	Scope 1 GHG emissions	Not reported
102-6	Scope 2 GHG emissions	Pg 22: Our ESG KPIs
102-7	Scope 3 GHG emissions	Not reported
102-8	GHG emissions intensity	Not applicable
102-9	GHG removals in the value chain	Not Applicable
102-10	Carbon credits	Not applicable
GRI 203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	Not reported
203-2	Significant indirect economic impacts	Pg 30: Digital transformation

DISCLOSURE		LOCATION
GRI 204: Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	Pg 28: Supply chain management
GRI 205: Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	Pg 26: Anti-Bribery and Corruption Policy and Framework
205-2	Communication and training about anti-corruption policies and procedures	Not reported
205-3	Confirmed incidents of corruption and actions taken	Pg 26: Anti-bribery and corruption (ABC)
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No legal actions were pending or completed during the reporting period.
GRI 207: Tax 2019		
207-1	Approach to tax	Pg 28: Tax
207-2	Tax governance, control, and risk management	Not reported
207-3	Stakeholder engagement and management concerns related to tax	Our continuous dialogue with stakeholders including tax authorities, investors, and the community, helps address material issues and optimize tax strategies responsibly. We frequently engage with tax authorities to ensure compliance and foster cooperation. By adhering to laws and minimizing negative impacts, we maximize sustainable shareholder value. We foster a culture of continuous improvement in tax risk management by regularly evaluating the effectiveness of policies, procedures and controls, soliciting feedback from stakeholders, and adjusting as necessary to enhance the organization's ability to manage tax risks effectively.
207-4	Country-by-country reporting	Not applicable
GRI 301: Materials 2016		
301-1	Materials used by weight or volume	Not applicable
301-2	Recycled input materials used	Not applicable
301-3	Reclaimed products and their packaging materials	Not applicable

GRI content index

DISCLOSURE		LOCATION
GRI 303: Water and Effluents 2018		
303-1	Interactions with water as a shared resource	Not applicable
303-2	Management of water discharge-related impacts	Not applicable
303-3	Water withdrawal	Not applicable
303-4	Water discharge	Not applicable
303-5	Water consumption	We track our water consumption quarter after quarter and educate our employees on ways to preserve water.
GRI 306: Effluents and Waste 2016		
306-3	Significant spills	Not applicable
GRI 306: Waste 2020		
306-1	Waste generation and significant waste-related impacts	Not reported – data collection and reporting to commence in 2026
s306-2	Management of significant waste-related impacts	Not reported – data collection and reporting to commence in 2026
306-3	Waste generated	Not reported – data collection and reporting to commence in 2026
306-4	Waste diverted from disposal	Not reported – data collection and reporting to commence in 2026
306-5	Waste directed to disposal	Not reported – data collection and reporting to
GRI 308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	Not reported
308-2	Negative environmental impacts in the supply chain and actions taken	Not reported
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	Pg 42: Talent Attraction, Development & Retention
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Not reported
GRI 402: Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	No operational changes require notice in reporting period.

DISCLOSURE		LOCATION
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	Our occupational health and safety management system falls within our risk management framework, encompassing employee health, safety, and incident reporting. Guided by a comprehensive emergency response plan, we focus on preparedness, response, and recovery strategies, including procedure execution, information sharing, and coordination during emergencies and in line with the relevant policies and standards i.e. Business Continuity, Disaster Recovery, Incident response and Health and Safety standards. Pg 18: Managing our social and environment risks and impacts Pg 44: Employee wellbeing & workplace culture
403-2	Hazard identification, risk assessment, and incident investigation	Not reported
403-3	Occupational health services	Pg 44: Employee wellbeing & workplace culture
403-4	Worker participation, consultation, and communication on occupational health and safety	Not reported
403-5	Worker training on occupational health and safety	Not reported
403-6	Promotion of worker health	Pg 44: Employee wellbeing & workplace culture
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pg 44: Employee wellbeing & workplace culture
403-8	Workers covered by an occupational health and safety management system	Not reported
403-9	Work-related injuries	There were no work-related injuries in the reporting period
403-10	Work-related ill health	
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee	Pg 22: Our ESG KPIs Pg 42: Learning and Development
404-2	Programs for upgrading employee skills and transition assistance programs	Pg 42: Learning and Development
404-3	Percentage of employees receiving regular performance and career development reviews	Not reported

GRI content index

DISCLOSURE		LOCATION
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Pg 23: GOVERNANCE Pg 41: Employee profile
405-2	Ratio of basic salary and remuneration of women to men	Not reported
GRI 406: Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	Zero founded cases on Discrimination and Harassment in 2024
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	Not reported – not evaluated
GRI 408: Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor	We strictly prohibit the use of forced or child labour and human trafficking in all our operations. Pg 41: Human rights
GRI 409: Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	We strictly prohibit the use of forced or child labour and human trafficking in all our operations. Pg 41: Human rights
GRI 410: Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	Not applicable
GRI 411: Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples	Not applicable
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	Pg 29: Economic contribution to society
413-2	Operations with significant actual and potential negative impacts on local communities	We seek to contribute to the social and economic development of communities. We, in furthering our mission, have not participated in activities with actual or potential negative impacts on local communities

DISCLOSURE		LOCATION
GRI 414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	Not reported
414-2	Negative social impacts in the supply chain and actions taken	Not reported
GRI 415: Public Policy 2016		
415-1	Political contributions	We did not make any donations to any political party or other political organisation during the year
GRI 415: GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	Every Bayport loan is sold with compulsory credit life insurance that covers the outstanding debt on a customer's loan under specific circumstances. Pg. 31: Customer protection
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There have been no incidents of non-compliance concerning the health and safety impacts of products and services within the business during the reporting period.
GRI 415: GRI 416: Customer Health and Safety 2016		
417-1	Requirements for product and service information and labeling	Not reported
417-2	Incidents of non-compliance concerning product and service information and labeling	No incidence of noncompliance concerning product and service information and labeling was recorded.
417-3	Incidents of non-compliance concerning marketing communications	No incidence on non-compliance concerning marketing communications was recorded during the period.
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None... Pg 27: Grievance mechanisms.

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