

2024

ProvidusBank Sustainability Report

Building a Sustainable Future through
Innovative Banking



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About this Report

This is the sustainability report for ProvidusBank Limited, herein referred to as “ProvidusBank” or “the Bank”. This report covers the period from January 1, 2024 to December 31, 2024, and presents ProvidusBank’s Environmental, Social, and Governance (ESG) disclosure. The report highlights our commitment to accountability and transparency in our approach to conducting our business activities. This report reaffirms our commitment to sustainable banking, responsible growth, and long-term value creation for our stakeholders. It covers the material impacts, risks, and opportunities across our value chain in 2024, offering a transparent view of how sustainability considerations influence our operations and strategic direction.

Our report not only reflects our progress to date, detailing key actions and outcomes over the reporting year, but also looks ahead, outlining how we plan to deepen our sustainability integration, strengthen alignment with our corporate strategy, and contribute more effectively to national and global sustainable development priorities. By embracing bank-wide digitalisation, we remain true to our vision of delivering innovative, customer-centric financial solutions, and we continue to make meaningful progress toward our ambition of becoming a Future-Forward Financial Institution. We recognise that we cannot address all the sustainability-related and climate-related challenges, and this led us to perform a materiality assessment. This process enabled us to identify and prioritise the ESG-related topics that matter most to our internal and external stakeholders. From the outcomes of this assessment, four strategic ESG pillars were generated. These pillars now guide our sustainability initiatives and support our long-term vision.

Our ESG pillars are as follows:

- Governing Responsibly
- Investing in Our People and Communities
- Innovating for the Future
- Operating Sustainably

We believe that disclosing our sustainability practices will allow our stakeholders make informed decisions and properly position ProvidusBank as more than just a leading financial institution in the country but as a responsible business committed to sustainability and long-term resilience. This sustainability report will be used for internal discussion and will be made available to relevant stakeholders. It does not include ProvidusBank’s performance on activities carried out in the past, as it forms a foundation on which future reports will be built upon.

This report has been prepared with consideration to relevant sustainability standards, including the Global Reporting Initiative (GRI) Standards, the Nigerian Sustainable Banking Principles (NSBP), the UNEP-FI’s Principles for Responsible Banking, and the Sustainability Accounting Standards Board (SASB), which ensures that leading industry practices and relevant sector-specific metrics are adequately represented. These standards provide a globally recognised framework for reporting sustainability disclosures. Our consideration of both locally and globally recognised international sustainability standards shows our commitment to transparency, quality and consistency in the disclosure of our sustainability activities.



Message from the Board Chairman

Our Journey towards Fostering a Sustainable Future Forward Bank

Alhaji Hussaini Dikko
Board Chairman

On behalf of the Board, it is my honour to present our inaugural Sustainability Report, a landmark achievement in our journey toward greater transparency, stronger governance, and responsible banking. This report marks a defining moment in our evolution as a Bank committed to creating long-term value for our customers, communities, and the broader economy. Over the past decade, the global business landscape has undergone a significant shift, reshaping how financial institutions operate. Globally, banks are being called to demonstrate not only resilience, but purpose. These global developments have sharpened our conviction that sustainability must be woven into the very fabric of our strategy, decision-making, and approach to risk management. Our journey leading to this point has been deliberate and transformative. We began by strengthening our internal governance structures, establishing clear oversight of sustainability-related risks and opportunities through the establishment of our Board Risk Management Committee.

As we publish this report, we reaffirm that sustainability is not a separate agenda; it is a vital driver of our stability, resilience, and future growth. Our progress reflects the dedication of our people, the trust of our customers, and the support of our stakeholders. Together, we will continue to advance responsible banking, foster innovation, and contribute meaningfully to a more inclusive and sustainable future for Nigeria.



Sustainability is not a separate agenda; it is a vital driver of our stability, resilience, and future growth.

Message from the Managing Director

Our Journey towards Fostering a Sustainable Future Forward Bank

Walter Akpani
Managing Director

As environmental and social challenges intensify, organisations around the world have increasingly recognised that embedding environmental and social responsibility into their operations is essential for long-term business sustainability. Across industries, ESG has evolved from just a trend into a force that shapes regulation, investment flows, and customer expectations. Today, our Sustainability Committee, led by senior management and chaired by the Chief Risk Officer, drives the implementation of our sustainability priorities and ensures that emerging issues are consistently reviewed and addressed. As we progress in our journey, we have broadened our focus beyond financial performance to prioritising our environmental, social and governance (ESG) factors that are important to our business and stakeholders.

From promoting financial literacy among young Nigerians to implementing a robust Social and Environmental Management System (SEMS) which guides our lending decisions, we continue to embed sustainability into our service offering, investment decision making, and our operations as a Bank. These initiatives reflect our belief that responsible banking must contribute to shared prosperity and national development. The decision to develop this inaugural sustainability report is therefore both timely and intentional. This marks an important step in aligning our disclosures with global standards while positioning the Bank for long-term competitiveness. Our journey is ongoing, and while there is more work ahead, our direction is clear. By upholding sustainable banking practices, we are strengthening our resilience and building the foundation for long-term, sustainable growth. Together with our stakeholders, we are shaping a Bank that not only succeeds in today's world but leads confidently into the future.



By upholding sustainable banking practices, we are strengthening our resilience and building the foundation for long-term, sustainable growth.

Message from the Chief Risk Officer

Our Journey towards Fostering a Sustainable Future Forward Bank

Olugbile Erinwusi
Chief Risk Officer and Chairman,
ProvidusBank Sustainability Committee



The world is undergoing a profound transformation. Climate-related events—ranging from extreme weather events to biodiversity loss are reshaping societies, disrupting economies, and exposing the vulnerabilities of businesses and communities alike. In this rapidly evolving landscape, nations, regulators, investors, and customers are united in a shared call for sustainability, transparency, and accountability. For the financial sector, this moment is especially defining. Banks sit at the heart of economic activity, influencing the flow of capital and shaping the development of industries. As expectations rise, we must respond not only as risk managers but as catalysts for responsible growth. ESG considerations are no longer optional; they determine resilience, guide regulatory direction, and shape long-term competitiveness. In Nigeria, the importance of ESG integration cannot be overstated. With national and global frameworks and standards becoming central to financial reporting, the journey toward sustainable finance has accelerated. At ProvidusBank, we recognise this shift and have deliberately embedded sustainability into our strategy, risk governance, and decision-making processes.

This past year reflects the tangible progress we have made in advancing our sustainability agenda. Through our SME Programme and SheThrives Initiative, we empowered women and entrepreneurs, strengthening economic participation and supporting inclusive growth. Our workforce composition, with 57% women and 43% men, demonstrates our commitment to gender equity and the value we place on diverse perspectives. As environmental stewards, we continue to increase energy efficiency and integrate renewable energy practices across our operations. This innovation embodies our belief that even small actions can drive meaningful environmental impact when scaled over time. Our sustainability journey is ongoing, but our direction is clear. As risks evolve, so does our responsibility to anticipate, manage, and respond to them in ways that protect our customers, strengthen our institution, and contribute to national development. With purpose and diligence, we remain committed to building a resilient, forward-looking Bank that creates value for all stakeholders while making a positive contribution to the world around

Our sustainability journey is ongoing,
but our direction is clear.

Our Board of Directors

Our Board of Directors is made up of professionals with expertise across various fields, including finance, law, accounting, and corporate governance. The Board plays a central role in setting and guiding the Bank’s strategic direction and upholding high standards of corporate governance. The Board is responsible for providing oversight to monitor, manage and oversee sustainability risks and opportunities, ensuring these are integrated into our overall strategy, risk management, and performance. Their leadership supports our commitment to promoting the best ethical conduct, sustainable value creation, and long-term resilience.

The Board consists of ten (10) members

- 3 Executive Directors
- 1 Independent Non-Executive Directors
- 6 Non-Executive Directors

The Bank’s leadership is steered by the Board of Directors, who have the oversight function over all our activities.



Alhaji Hussaini Dikko
Chairman



Walter Akpani
Managing Director /
CEO



Kingsley Aigbokhaevbo
Deputy Managing
Director



Deoye Ojuroye
Executive Director/
Chief Financial Officer



Chuka Eseka
Non-Executive
Director



Maurice Onokwai
Non-Executive
Director



Bernadine Okeke
Non-Executive
Director



Funmi Agosto
Non-Executive
Director



Dr Belinda Bobby Diei
Non-Executive
Director



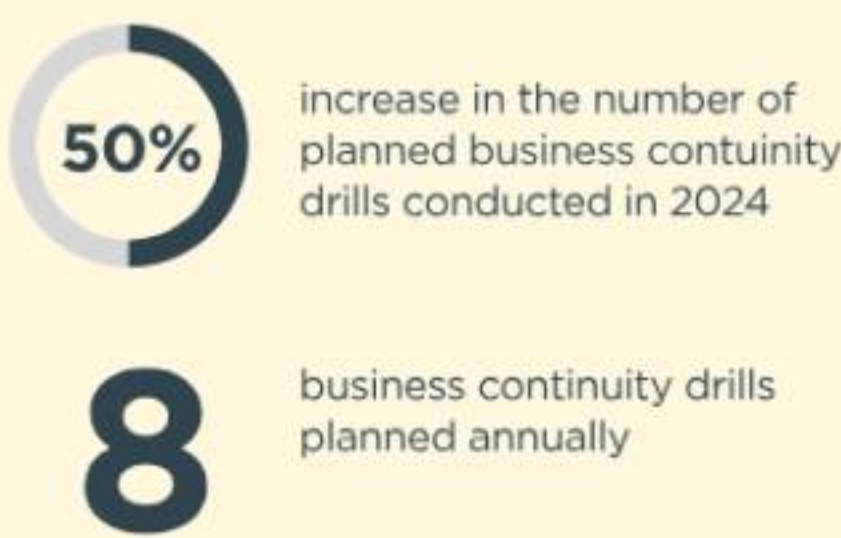
Mahmud B. Tukur
Non-Executive
Director

Our Report in Summary

Building a Sustainable Future Through Innovative Banking

In FY 2024, ProvidusBank took the bold step of reporting on its sustainability progress, highlighting the strides we have made so far. We have implemented proactive measures to integrate sustainability across our business operations. Our Sustainability Report captures our initiatives in alignment with our identified material topics.

Business Continuity and Risk Management



Read more on Page 43

Human Capital Management



Read more on Page 45

Community Impact

2.03 Billion NGN was spent on CSR activities in 2024.



5180

beneficiaries were reached through the Bank's CSR initiatives

Read more on Page 48

Customer Experience and Service Delivery



+65

Net Promoter Score (NPS) in 2024

Read more on Page 50

Digital Transformation and Innovation



6.5 Billion NGN total net revenue from digital banking products in 2024

Read more on Page 51

Sustainable Lending and Investment



Read more on Page 55

Our Awards



**Fastest Growing Bank
for the Year**
New Telegraph | 2024



**Diversity and Inclusion
Category**
Great Place to
Work 2024



**Overall Best
Commercial Bank in
Digital Banking
Solution Delivery**
Nexus | 2024



**Most Friendly New
Gen Bank of the Year**
Nigeria National SME
Business Awards
(NNSBA) | 2024



**Certified as
Great Place to Work**
2024



**DBN PFI with the highest
disbursement to the livestock
value chain**
DBN | 2024



Company Profile

About ProvidusBank:
Who We Are

About ProvidusBank:
Corporate Philosophy



About ProvidusBank

Who We Are

ProvidusBank Limited is a licensed commercial bank that provides banking services to individuals and businesses. Our strategic ambition is to be the foremost Bank in Nigeria in service quality, private banking, and to be among the top 3 banks in SME banking. Our Bank's strategy focuses on supporting institutions, agencies, SMEs, and high-net-worth individuals, with a particular emphasis on emerging sectors such as agriculture, mining, hospitality, e-commerce, and art & entertainment. Our approach is guided by our future-forward Banking ethos, which aims to provide efficient and effective banking services through the use of technology. As a customer-focused bank with an emphasis on nurturing relationships with clients in niche markets, ProvidusBank offers tailored financial services to meet the needs of our customers through our five (5) key business segments, reflecting our customer-centric strategy.

Tailored Financial Services

- Business Advisory
- Portfolio Management
- Personalised Relationship Management
- Fast-tracked Service Delivery
- Self-service Solutions

Strategic Focus

- # 1 in Service
- #1 in Corporate Banking
- #1 in Private Banking

Key Business Segments



Digital Banking
& E-Business



Corporate
Banking



Institutional
Banking



Personal & Private
Banking



Commercial
Banking

About ProvidusBank

Our Corporate Philosophy

Our Core Values

Integrity

Tenacity

Excellence

Teamwork

Entrepreneurial Spirit



Mission

To provide customers with unique experience, be their preferred financial partner and nurture the attainment of their objectives.



Vision

To build an enduring and sustainable customer-focused financial institution.



Our Approach to Sustainability

Our Sustainability Vision
Our Sustainability Pillars
Our Guiding Principles
Alignment with the UNSDGs
Our Material Topics
Our Approach to Stakeholder Engagement

Our Sustainability Vision

At ProvidusBank, sustainability is not a separate agenda – it is central to how we define success, create value, and contribute to national development. Our vision is to redefine banking as a catalyst for environmental and social good – one that fuels inclusive prosperity, protects the environment, and secures a thriving future for Nigeria.

Our strategy is built on the understanding that our growth as a business depends on the stability of the society and environment in which we operate. By integrating Environmental, Social, and Governance (ESG) principles into our business model, we are ensuring that our lending, investment, and operational decisions reflect our commitment to responsible banking.

As a sustainability-focused financial institution, we developed our Social and Environmental Management System (SEMS) policy – a framework the Bank uses to identify, assess, manage, and monitor environmental and social (E&S) risks associated with its lending and investments – to help us better identify and manage the ESG risks and opportunities most relevant to our business lending operations. This framework reflects our focus on ethical leadership, climate and environmental responsibility, data privacy, financial inclusion, and regulatory compliance – priorities that are essential to both our sustainability journey and Nigeria’s broader economic transformation.

Our sustainability vision is guided by four key focus areas: Governing Responsibly, Investing in our People and Communities, Innovating for the Future, and Operating Responsibly. Through these focus areas, ProvidusBank continues to evolve as a trusted financial partner –one that not only meets today’s needs but also helps build a secure future for generations to come.

Responsible Governance

We uphold the highest standards of transparency, integrity, and accountability in all our operations. By embedding sound governance structures, ethical practices, and robust risk management frameworks, we strengthen stakeholder confidence and ensure the Bank’s long-term resilience in a rapidly evolving regulatory and sustainability landscape.

People and Communities

Our people are at the heart of our sustainability agenda. We invest in employee development, diversity, and well-being to build a capable and engaged workforce. Beyond our walls, we support local communities through financial literacy initiatives, entrepreneurship programmes, and social investments that promote education and empowerment.

Sustainable Finance

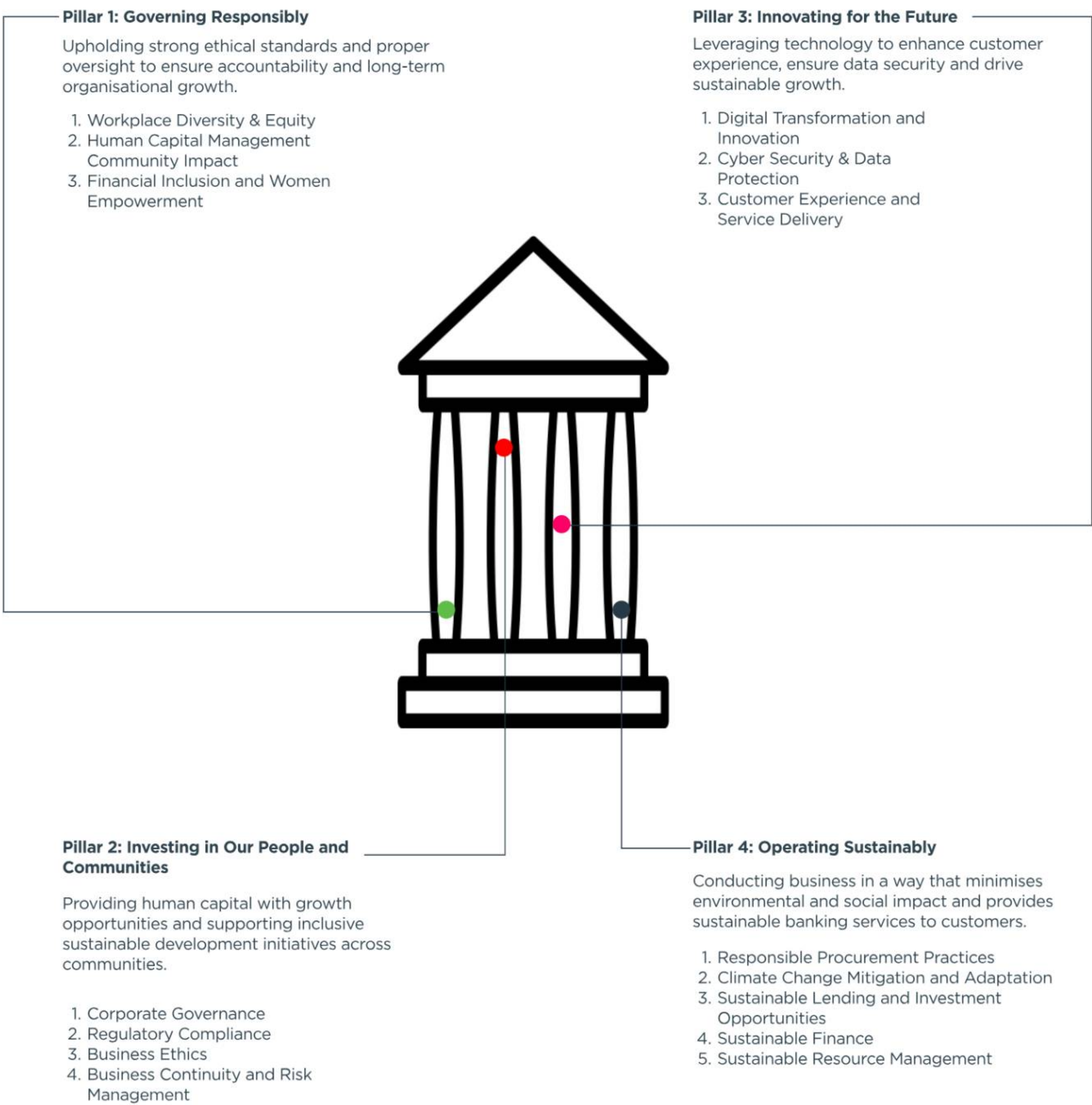
We are committed to directing capital toward sectors and projects that foster inclusive economic growth, social equity, and environmental responsibility. Through sustainable lending and innovative financial solutions, we aim to accelerate Nigeria’s transition to a low-carbon economy while ensuring long-term value creation for our stakeholders.

Climate and Resource Efficiency

We recognise the urgent need to address climate change and preserve natural resources. Our focus is on minimising the Bank’s operational footprint through energy efficiency, waste reduction, and responsible resource management, while also supporting our clients in adopting cleaner technologies and climate-resilient business models.

Our Sustainability Pillars

Our sustainability pillars lie at the heart of our vision to build a customer-focused financial institution that is both enduring and responsible. They reflect our dedication to balancing economic growth with environmental stewardship and social impact. By embracing these sustainability pillars and allowing them guide our business decisions, we demonstrate our commitment to creating lasting positive impact on our people and planet. These pillars express our values and position us as key sustainability players within the banking sector.



Our Guiding Principles

Alongside leading practices, ProvidusBank has also integrated the principles of the following sustainability frameworks into the way we handle our operations and business activities to show our commitment to responsible and sustainable business practices.

- Global Reporting Initiative (GRI) Standard
- Sustainability Accounting Standards Board (SASB)
- United Nations Sustainable Development Goals (UN SDGs)
- Principles for Responsible Banking (PRB)
- Nigerian Sustainable Banking Principles (NSBP)

1. **Transparent Governance & Accountability:** We maintain clear board-level oversight and publish sustainability-related disclosures (aligned to regulatory requirements).

2. **Customer Service Excellence:** We commit to ethical product design, transparent pricing, accessible service delivery, and effective grievance mechanisms that protect customer interests

3. **Data Protection:** We safeguard customer data from unauthorise d access, corruption and loss with robust governance which ensures privacy-by-design in digital services, compliance with legal regulations and preserves data integrity.

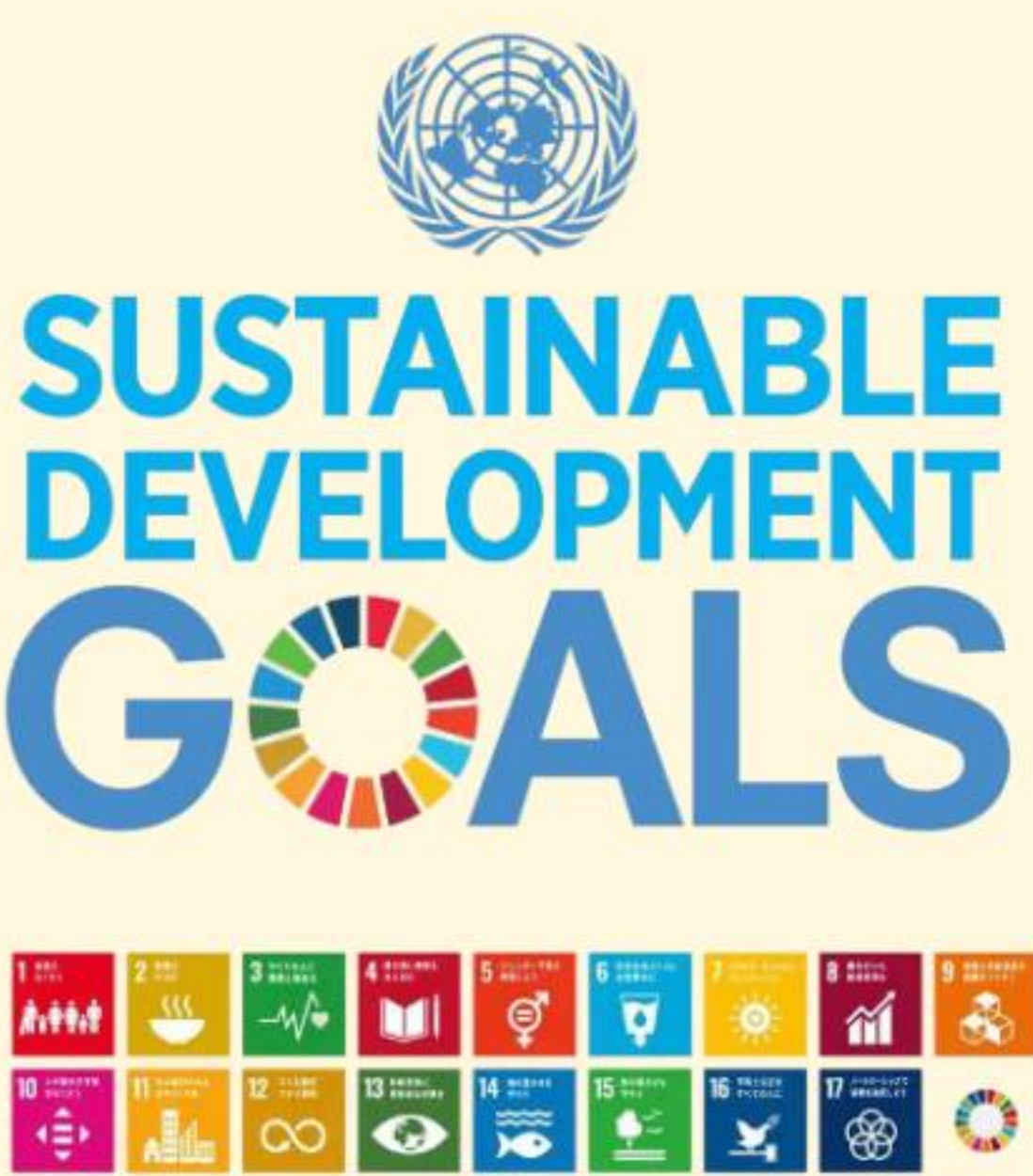
4. **Sustainable Banking:** We embed ESG considerations into credit and investment decisions, product design, and general banking operations to promote responsible finance practices that will ensure a just, low-carbon transition.

5. **Climate Risk Management:** We identify, assess, disclose, manage and mitigate climate-related risks to minimise the adverse effects of climate change, build climate resilience and set measurable emission-reduction pathways.

6. **Financial Inclusion and Social Impact:** We design products and outreach that widen access to finance, provide opportunities for marginalised individuals and deliver measurable social outcomes for underserved communities.

Alignment with the UNSDGs

As a Bank with sustainable development at heart, our material topics are aligned with the United Nations Sustainable Development Goals (UN SDGs). The Bank continuously makes efforts to ensure that its material topics are set towards achieving the UN Sustainable Development Goals. This strategic alignment makes the sustainability activities of the Bank more impactful.



Our Material Topics are linked to these SDGs

- 

→ In alignment with SDG3, the Bank carries out initiatives that promote individual and community health, such as the Seeds of Wellness initiative, Malaria football initiative, and Marcelle Ruth: Women in Healthcare initiative.
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→ The ProvidusBank Financial Literacy Day Program is an initiative of the Bank with an objective of educating individuals with a good understanding of financial management in alignment with SDG 4.
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→ ProvidusBank empowers women and girls to achieve gender equality through initiatives such as the Regal by ProvidusBank product, targeted at female entrepreneurs and women-led businesses. This aligns with SDGs 5 and 10
- 

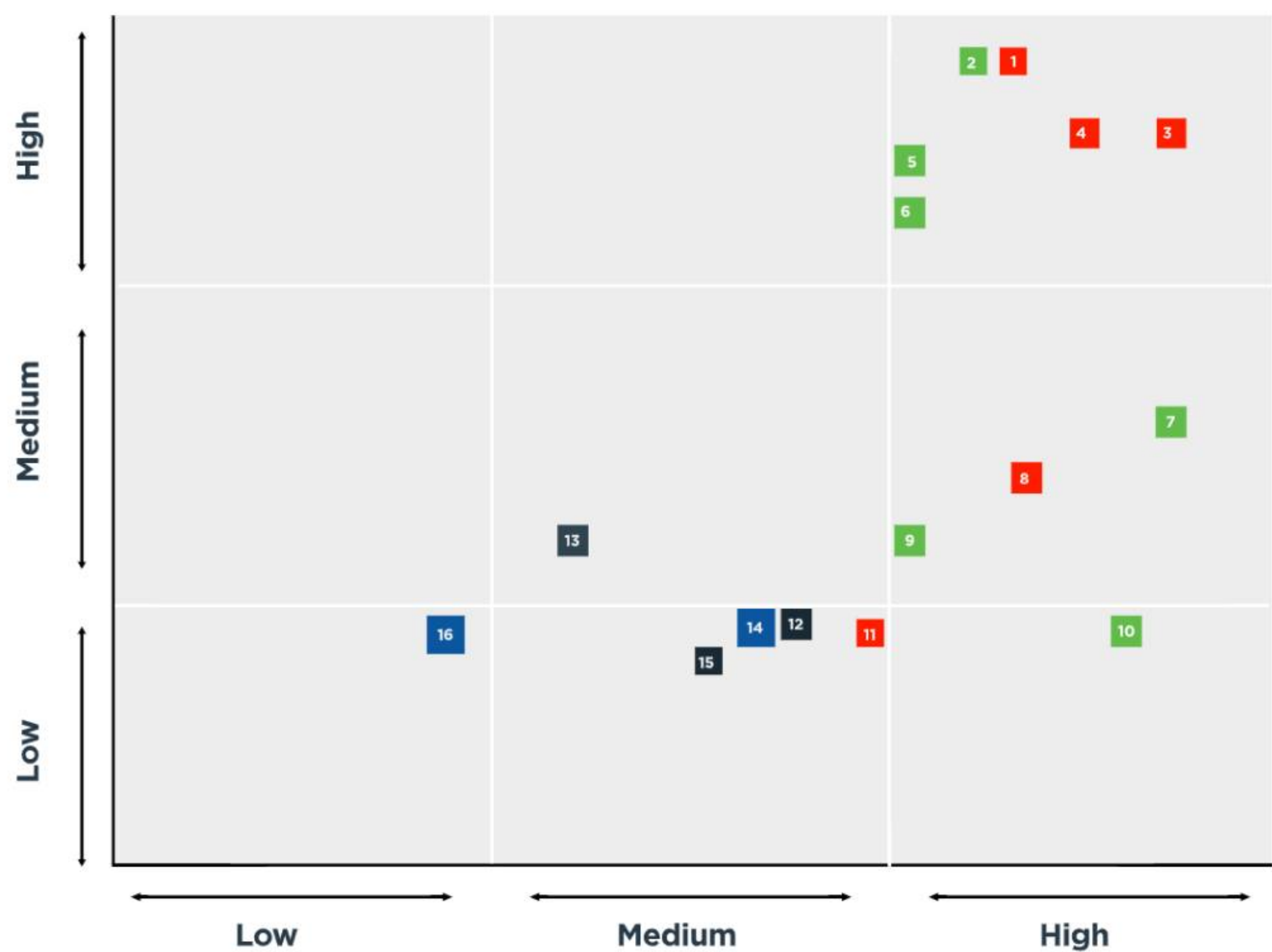
→ In alignment with SDG 8, ProvidusBank promotes inclusive and productive employment for Nigerians. The Bank provides decent work for young people without discrimination and protects the labour and human rights of its employees.
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→ ProvidusBank, through its ProvidusEco initiative and the screening of its loan against E&S risks, contributes to environmental preservation aligning with SDGs 11 and 13
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→ ProvidusBank partners with several organisations and bodies to carry out its sustainability initiatives, including NGOs. This aligns with SDG 17.

Our Material Topics

An assessment of the Bank’s material issues was carried out to identify the topics most significant to our stakeholders and our business success. This process incorporated insights and feedback from both internal and external stakeholders, ensuring that the perspectives of our employees, investors, regulators, rating agencies, and customers were well represented. The outcome highlights the issues considered most material by each stakeholder group, reflecting their expectations and priorities. The adopted approach reinforces the Bank’s commitment to creating long-term value and remaining the partner of choice for progress across all areas of our operation.



<div>Governance</div> <div><div>1</div> Corporate Governance</div> <div><div>3</div> Regulatory Compliance</div> <div><div>4</div> Business Ethics</div> <div><div>8</div> Business Continuity and Risk Management</div> <div><div>11</div> Cyber Security & Data Protection</div>
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Our Approach to Stakeholder Engagement

Meaningful stakeholder engagement is essential for aligning our sustainability initiatives with the expectations and priorities of our stakeholders. Consistent and effective stakeholder communication ensures that our stakeholders remain informed about our goals, vision, and ongoing activities. By engaging them proactively, we are able to gather constructive feedback, promote open dialogue, strengthen the trust and collaboration needed to achieve shared outcomes, and ensure accountability whilst driving long-term success. These groups form the foundation of our engagement efforts and are critical to shaping a sustainability approach that supports long-term value creation. The stakeholder schedule below shows our plan for engaging our key internal and external stakeholders:

Internal Stakeholders – Proposed Stakeholder Engagement Plan

Stakeholder Group	Purpose of Engagement	Engagement Channel	Frequency
Board of Directors	<ul style="list-style-type: none">Strategic corporate oversight and alignmentGovernance and accountabilityInformed decision-makingRisk awareness and managementDriving organisational culture and tone	<ul style="list-style-type: none">Quarterly reportAnnual performance reviewProvidusBank's intranet portalHR communicationsRegular meetingsNewsletters	<ul style="list-style-type: none">QuarterlyAs required
Shareholders	<ul style="list-style-type: none">Provide updates on the Bank's performanceStrategic capital deploymentFinancial sustainability and scenario analysisBusiness continuityDividend paymentSustainability and impact report	<ul style="list-style-type: none">Quarterly reportAnnual performance reviewProvidusBank's intranet portalHR communicationsRegular meetingsNewsletters	<ul style="list-style-type: none">QuarterlyAs required
Investors	<ul style="list-style-type: none">Provide regular information updates on the Bank's performance.The Bank's operational and financial performanceBusiness strategy, outlook and growth prospectsFoster stronger relationships and build trust amongst investors	<ul style="list-style-type: none">Annual general meetingsExtraordinary general meetingsProvidusBank's WebsiteEmails	<ul style="list-style-type: none">Bi-annuallyAs required
Employees	<ul style="list-style-type: none">Business and functional strategyBusiness performance updatesCompensation & benefitsCareer growthPeople management initiativesTraining & developmentElevate customer satisfactionStrengthen organisational culture	<ul style="list-style-type: none">Annual performance reviewProvidusBank's intranet portalHR communicationsFeedback mechanismRegular meetingsNewsletters	<ul style="list-style-type: none">As required

External Stakeholders – Proposed Stakeholder Engagement Plan

Stakeholder Group	Purpose of Engagement	Engagement Channel	Frequency
Regulators <ul style="list-style-type: none">Central Bank of Nigeria (CBN)Nigeria Deposit Insurance Corporation (NDIC)Financial Reporting Council of Nigeria (FRCN), etc.	<ul style="list-style-type: none">Regulatory complianceTax compliance and transparencyAnti-corruption and briberyLeadership and corporate governanceInfluence policy and regulatory development	<ul style="list-style-type: none">Regulatory compliance reportRegulatory reviewsMeetings (virtual and in-person)Formal written correspondenceRegulatory Reporting PortalsRegulatory Audit and InspectionWorkshop, Seminars, Capacity-building	<ul style="list-style-type: none">MonthlyQuarterlyAnnually

Stakeholder Group	Purpose of Engagement	Engagement Channel	Frequency
Customers	<ul style="list-style-type: none"> • Understand customers’ needs and expectations • Provide information on products and services and improve product/service development • Gather feedback on customer experience and service delivery • Strengthen trust and long-term customer relationships • Build and strengthen knowledge of the banking industry • Support community building • Reduce churn as engaged customers do not switch loyalty 	<ul style="list-style-type: none"> • Branch visits • Interactions through relationship managers • Complaint lines • Customer surveys • Social media • Emails • Newsletters 	Continuous basis
Government	Collaborative economic, social, and environmental initiatives towards national advancement	<ul style="list-style-type: none"> • One-on-one meetings • Industry events, or • Virtual meetings, where there is a business-related invitation 	As deemed necessary by either party
Rating Agencies	<ul style="list-style-type: none"> • Compliance with regulations • Build and enhance reputation • Provide insight on policy development • Prevent conflict, mitigate risks and gain insights on emerging regulatory trends 	<ul style="list-style-type: none"> • Email • Official phone conversations • Knowledge sharing sessions/seminars • Courtesy visits • Market reports • Newsletters and brochures • Training sessions • Various Media e.g Blogs, Webinars, social media 	Periodic and continuous basis
Media	<ul style="list-style-type: none"> • Education and public awareness creation of the banking industry and ProvidusBank specifically • Contribution to the Nigerian economy through products and services rendered 	<ul style="list-style-type: none"> • Discussions held on radio and television stations • Interviews with key business media on relevant reporting • Daily telephone interaction regarding media inquiries • Email interaction regarding media inquiries • Engagement through social media platforms 	Daily, and as deemed necessary in response to our various business and sustainability initiatives
Vendors/Suppliers	<ul style="list-style-type: none"> • Ethical procurement • Sustainable supply chain management • Open selection process • Pricing and contracts negotiation • Request for proposal and invitation to bid 	<ul style="list-style-type: none"> • Supplier meetings and reviews • Supplier training workshops • Service level agreements • Monitoring exercises to evaluate supplier performance 	<ul style="list-style-type: none"> • Periodically • Quarterly • Annually
Civil Society	<ul style="list-style-type: none"> • Stakeholder inclusion and social licence to operate • Delivery of social and environmental programmes. • Risk mitigation and conflict sensitivity 	<ul style="list-style-type: none"> • Annual performance review • ProvidusBank’s website • Regular meetings • Newsletters 	As required
Competitors	<ul style="list-style-type: none"> • Discussion on mutually beneficial opportunities • Influence policy and regulatory development 	<ul style="list-style-type: none"> • Sector-wide coalitions 	NIL



Governance

Our Leadership and Oversight Structure
Sustainability Governance Structure
Board Oversight of Sustainability-related Risks
and Opportunities
Management Oversight of ESG-related Risks
and Opportunities

Our Leadership and Oversight Structure

The Board comprises of six (6) committees which focus on specific business areas within the Bank, according to the specialisation of the various Board members. The Bank’s **Board Risk Management Committee** oversees the identification, assessment, and management of sustainability risks and opportunities within ProvidusBank. These committees support the Board in carrying out its responsibilities by providing strategic direction and exercising independent oversight on issues material to the Bank’s long-term success and sustainability performance. Each committee is chaired by a director selected by the Board, ensuring that decisions are informed, transparent, and aligned with stakeholders’ interests and regulatory expectations.

Board Finance and General-Purpose

The Board Finance and General-Purpose committee is responsible for approving expenditures above the approval limit of the Bank’s executive committee. This committee ensures there is a good budgetary control system in place, and ensures ESG considerations are embedded in financial planning, capital allocation, and investment decisions to support long-term sustainable value creation.

Board Governance, Nomination and Remuneration Committee

The Board Governance, Nomination and Remuneration Committee leads the process for Board appointments and makes recommendations to the Board. This committee also reviews and incorporates sustainability criteria into Board and management diversity initiatives, Board composition matrix, Board skills, remuneration structure and long-term incentive plan in line with sustainability KPIs and performance.

Board Audit Committee

The Board Audit Committee ensures the integrity of the Bank’s financial reporting, compliance, internal control and audit functions. The committee oversees the financial reporting process, internal audit process and system of internal control. The committee also reviews emerging ESG-related regulations, assesses their impact and develops plans to align policies in relation to the regulations.

Board Risk Management Committee

The Board Risk Management Committee oversees the management of ProvidusBank’s Enterprise Risk, including sustainability and climate-related risks and opportunities. Its responsibilities include developing appropriate risk management framework for enterprise-wide risk management and providing oversight on the development and integration of control measures to manage ESG-related risks.

Board Credit and Investment Committee

The Board Credit and Investment Committee provides oversight on credit approval and portfolio management matters. The committee monitors and reviews the credit portfolio of the Bank, ensuring ESG factors are integrated into credit risk assessments and ensures lending and investment decisions align with sustainability objectives and regulatory expectations.

Board Cyber Security Committee

The Board Cyber Security Committee addresses and mitigates cyber risks in compliance with regulatory requirements. This committee provides oversight over cybersecurity, data security and protection, and compliance in alignment with relevant statutes and regulations.

Sustainability Governance Structure

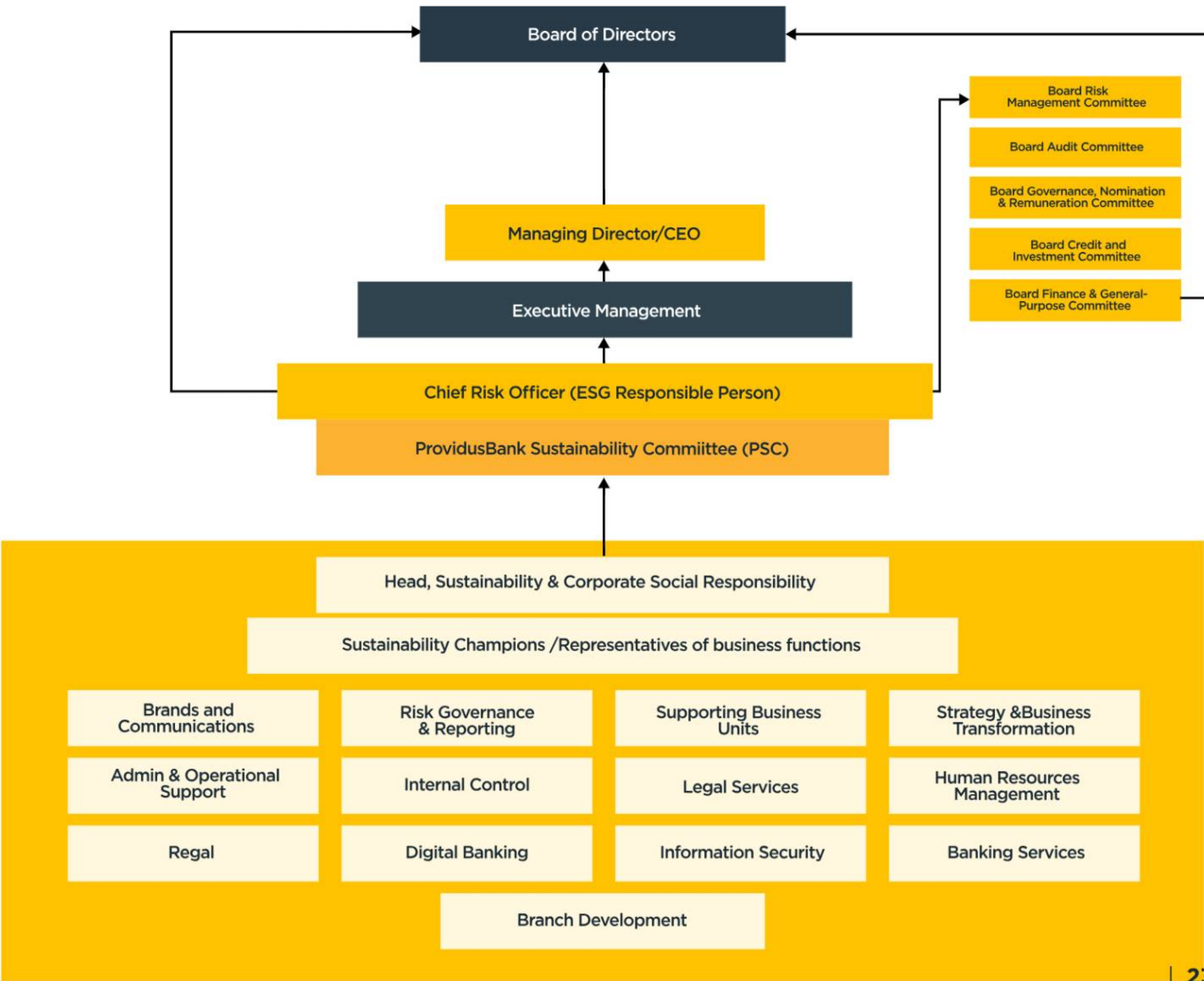
ProvidusBank understands the importance of efficient leadership in achieving a strong sustainability performance. To ensure proper guidance of ESG-related activities, risks and opportunities within the Bank, ProvidusBank has established a sustainability governance structure which will identify ESG responsible parties within the Bank and spell out their roles and responsibilities.

ProvidusBank Sustainability Committee

ProvidusBank Sustainability Committee is responsible for overseeing the identification, assessment, and ongoing management of the Bank’s sustainability-related risks and opportunities.

ProvidusBank Sustainability Committee

Made up of representatives of various business functions, who support ProvidusBank Sustainability Committee to drive bank-wide sustainability integration.



Board Oversight of Sustainability-related Risks and Opportunities

The Board Risk Management Committee is required to have a strong ESG competency and is tasked with strengthening the ESG capabilities of the Board, ensuring that its members undertake at least one sustainability-related training biannually. The Board Risk Management Committee meets at least once every quarter in a year or as the need arises. ProvidusBank Sustainability Committee reports directly to the Board Risk Management Committee on all sustainability-related issues within the Bank.

The role of the Board Risk Management Committee (BRMC) in managing sustainability risks and opportunities is outlined in our ESG strategy document as follows:

Sustainability Risk Oversight

The BRMC provides strategic direction for identifying, assessing, and mitigating sustainability risks within the Bank. The Board oversees the development and integration of control measures to manage ESG-related risks. The Board reviews key sustainability risks and opportunities, including emerging risks (e.g. climate risk), and assesses the internal control measures in place for managing risks and tracking progress.

Regulatory Compliance

The BRMC reviews existing regulations and keeps itself updated on emerging regulatory requirements, impact and plans to address policies in relation to sustainability criteria.

Performance Monitoring

The BRMC monitors the implementation of the Bank’s sustainability initiatives and cybersecurity program, including periodic presentation of reports on the status of implementation to the Board. The Board also takes innovative approaches to strengthen sustainability risk management in line with the enterprise-wide risk management system. The committee reviews key performance indicators (KPIs) linked to sustainability objectives and assesses progress towards set targets.

Sustainability Policy Development

The committee is charged with overseeing the development of all sustainability and climate-related policies and documents, such as the Bank’s sustainability policy and framework, sustainability strategy, materiality assessments, and the annual sustainability report, which is developed in alignment with relevant standards and regulations.

Management Oversight of Sustainability-related Risks and Opportunities

The Bank’s management team plays a key role in ensuring that ESG is embedded in the day-to-day activities of the Bank. ProvidusBank Sustainability Committee was set up to drive the adoption of Sustainability initiatives within the Bank. It is chaired by the Chief Risk Officer, with the Head of Brand and Communications as alternate chair, and includes other senior members of management. With experience drawn from various corporate functions, ProvidusBank’s cross-functional sustainability committee is charged with ensuring integration of sustainability strategy throughout the organisation, in alignment with our Bank’s core values.

Responsibilities of the Management Team

Converting the Board’s sustainability and climate-related strategies and decisions into action plans.

Ensures adoption of sustainability practices and initiatives within the Bank by organising sustainability trainings, and promoting a culture of ethical, inclusive and responsible business practices.

Ensures adherence to evolving regulatory requirements and industry standards, while maintaining strong internal controls to track, validate, and assure ESG performance metrics, KPIs, and targets.

Ensures that employees across all operational levels are provided with the capabilities, trainings, information and resources needed to effectively carry out their duties that relate to sustainability.

Supports sustainability-related disclosures, including annual sustainability and CSR reports that align with relevant frameworks by properly collecting and providing required sustainability data.

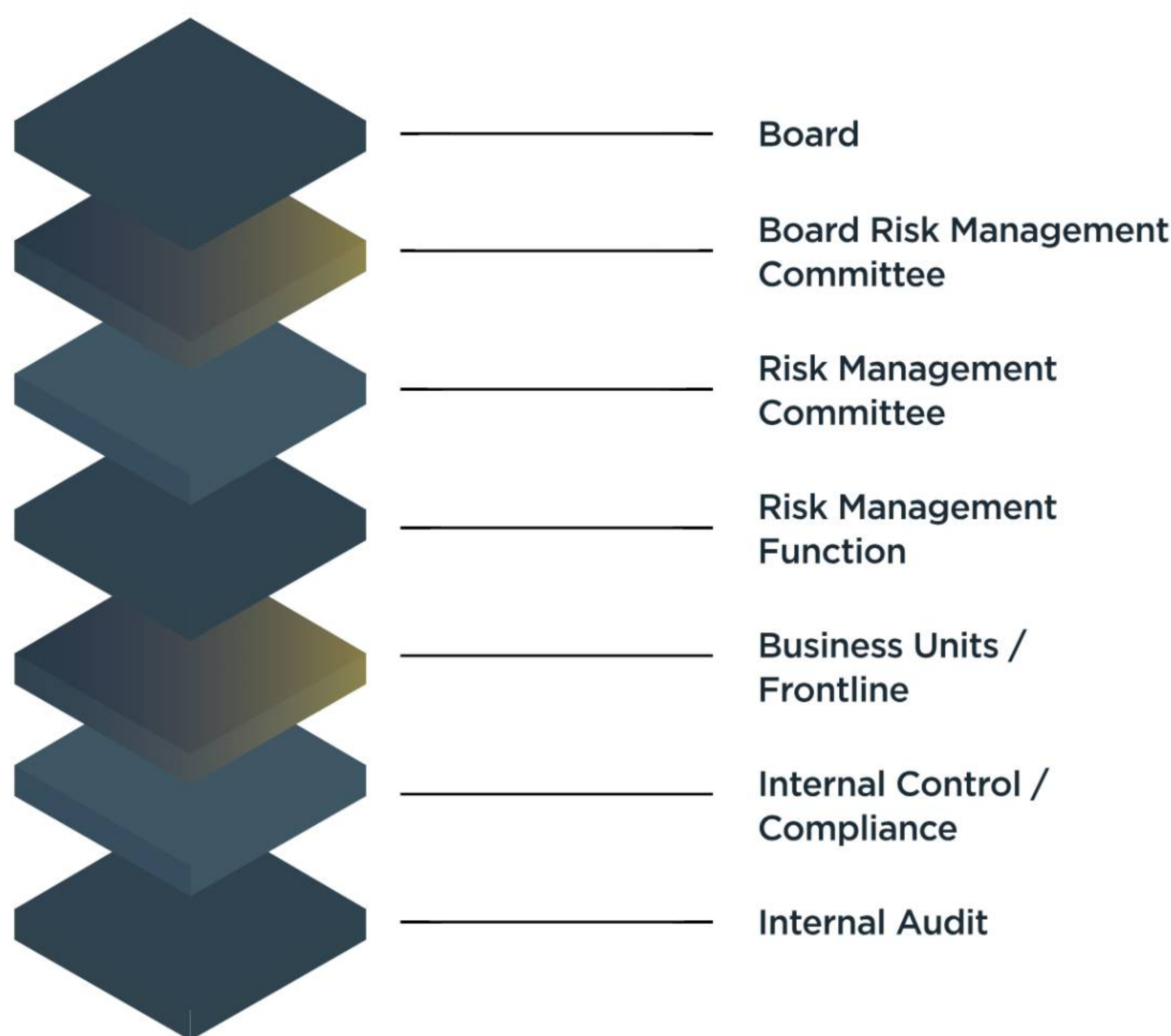
Risk Management and Strategy

Our Risk Management Approach
Managing Our Sustainability Risks and Opportunities
Our Sustainability Strategy



Our Risk Management Approach

ProvidusBank considers risk management critical to its strategy, as it operates within a highly regulated sector where regulatory compliance and operational resilience are essential. By identifying, assessing, and mitigating risks, the Bank strengthens its ability to navigate regulatory expectations, protect its business model, and support long-term sustainable growth. To build long-term value and exemplify environmental and social responsibility, we have integrated an environmental and social risk management framework into our lending process. With a strong enterprise risk governance framework, we strategically position ourselves against all forms of financial and non-financial risks, including credit, market and liquidity, operational, compliance, strategic, and reputational risks. Our Risk Management function provides a central oversight of risk management across the Bank to ensure that the full breadth of risks across the Bank’s operations are promptly and properly identified, measured, monitored and controlled, minimising adverse outcomes. Our Risk Management function also coordinates the process of monitoring and reporting of risks across the Bank. The Risk Management function within the Bank is further complemented by the Financial Control Division and Corporate Communications functions in the management of strategic and reputational risks, respectively. To ensure compliance, our Internal Audit function examines the risk management and control functions to ensure that all units charged with risk management perform their roles effectively on a continuous basis. Additionally, the internal audit function tests the adequacy of internal controls, the suitability of tools and assumptions and makes appropriate recommendations where there are weaknesses.



Our Risk Management Approach

Roles and Responsibilities

Risk management is ultimately managed by the Risk Management unit within ProvidusBank, and they coordinate and oversee the Bank’s overall risk management process.

The key roles of the risk management function in the Bank include:

- Enhancing internal systems to predict and contain emerging risk factors.
- Ensuring compliance with established risk-related policies and regulatory requirements.
- Integrating risk management into the overall strategic framework of the Bank.
- Monitoring progress and implementation of risk control and preventive actions.
- Presenting reports to the Board Risk Management Committee on current risk management practices and areas for improvement.

While the Board provides overall oversight of risk management, the day-to-day identification, assessment, monitoring, and management of risks is carried out at the operational levels. This structure ensures that risks are managed proactively and remain aligned with the Bank’s broader strategic objectives.

The Board

The Board is entrusted with the responsibility of ensuring that an appropriate governance structure and robust framework are in place for the effective management of enterprise-wide risks across the Bank.

MD/CEO

The Managing Director is responsible for ensuring that risks are managed across all business activities and operations in ProvidusBank

Chief Risk Officer

The Chief Risk Officer is responsible for developing, maintaining, and promoting a comprehensive and robust enterprise risk management framework across the Bank. The Chief Risk Officer reports directly to the Board Risk Management Committee, ensuring effective oversight and alignment.

Senior Management

The Bank’s senior management is responsible for driving the adoption of sound risk practices across all divisions. They ensure a strong culture of risk ownership among employees by promoting the implementation of effective risk management processes, systems, and structures within their respective areas of responsibility. Senior management also provides guidance, reinforces accountability, and ensures alignment with the Bank’s overarching enterprise risk management policy and framework.

Managing Our Sustainability Risks and Opportunities

Our risk management process encompasses the steps we take to identify, assess, mitigate and treat the spectrum of sustainability and climate-related risks the Bank may be exposed to. It provides a structured and consistent approach to embedding sound risk management practices across the Bank.

Risk Identification

The main objective of this process is to identify and understand the sustainability risks the Bank may be exposed to at the earliest opportunity before they materialise. This process requires that all parties involved are knowledgeable about what constitutes sustainability and climate-related risks to the Bank. The various risks the Bank may be exposed to can be identified through different means, including one-on-one interviews, workshops, database enquiries, and environmental scanning. This process also categorises risks for efficient risk management.

Risk Assessment and Quantification

This process aims to grade the different sustainability risks the Bank may be exposed to and assess the possibility of their occurrence and the extent of damage their incidence could result to. The Bank's sustainability and climate-related risks are assessed based on two key components:

- Likelihood (probability) of occurrence and
- Impact (consequence) if the risk materialises.

The risk assessment exercise informs and Bank's annual risk-based audit plan, which is then reviewed by the Bank's Board Risk Management Committee and Board Audit Committee.

Risk Mitigation and Control

The Bank's risk mitigation strategy entails identifying diverse options for addressing sustainability risks, assessing those options and developing and implementing a risk treatment plan(s). In mitigating sustainability and climate-related risks, the Bank employs different approaches, including risk avoidance, risk acceptance, risk reduction, and risk sharing.

The Bank's Board Risk Management Committee (BRMC) and senior management are both responsible for setting the Bank's risk control guidelines, such as policies, standards, procedures, risk management system and internal control system.

Risk Monitoring/ Reporting

The Bank's risk monitoring and reporting process involves the review of the effectiveness of the Bank's sustainability risk treatment plan, strategies, and the risk management system, ensuring proper implementation and control through ongoing oversight.

The adequacy and completeness of the Bank's sustainability and climate-related risk management process are assessed through a regular progress report showing comparisons with previous risk reports. This supports the incorporation of changes and refinements as needed.

Managing Our Sustainability Risks and Opportunities

At ProvidusBank, we have defined our time horizons across short, medium, and long term to provide clear visibility into when sustainability and climate-related risks and opportunities are most likely to materialise. This approach enables us to anticipate emerging issues, plan proactively, and implement informed strategies and action plans that effectively mitigate risks while unlocking potential opportunities. In addition, we categorise the expected impacts of identified risks as high, medium, or low to ensure that management efforts and resources are prioritised appropriately. This structured framework strengthens our ability to respond to evolving sustainability demands and supports resilient, forward-looking decision-making across the Bank.



Our Approach to Mitigating Risk

At ProvidusBank, we employ **four key approaches** to ensure proactive and effective risk mitigation.

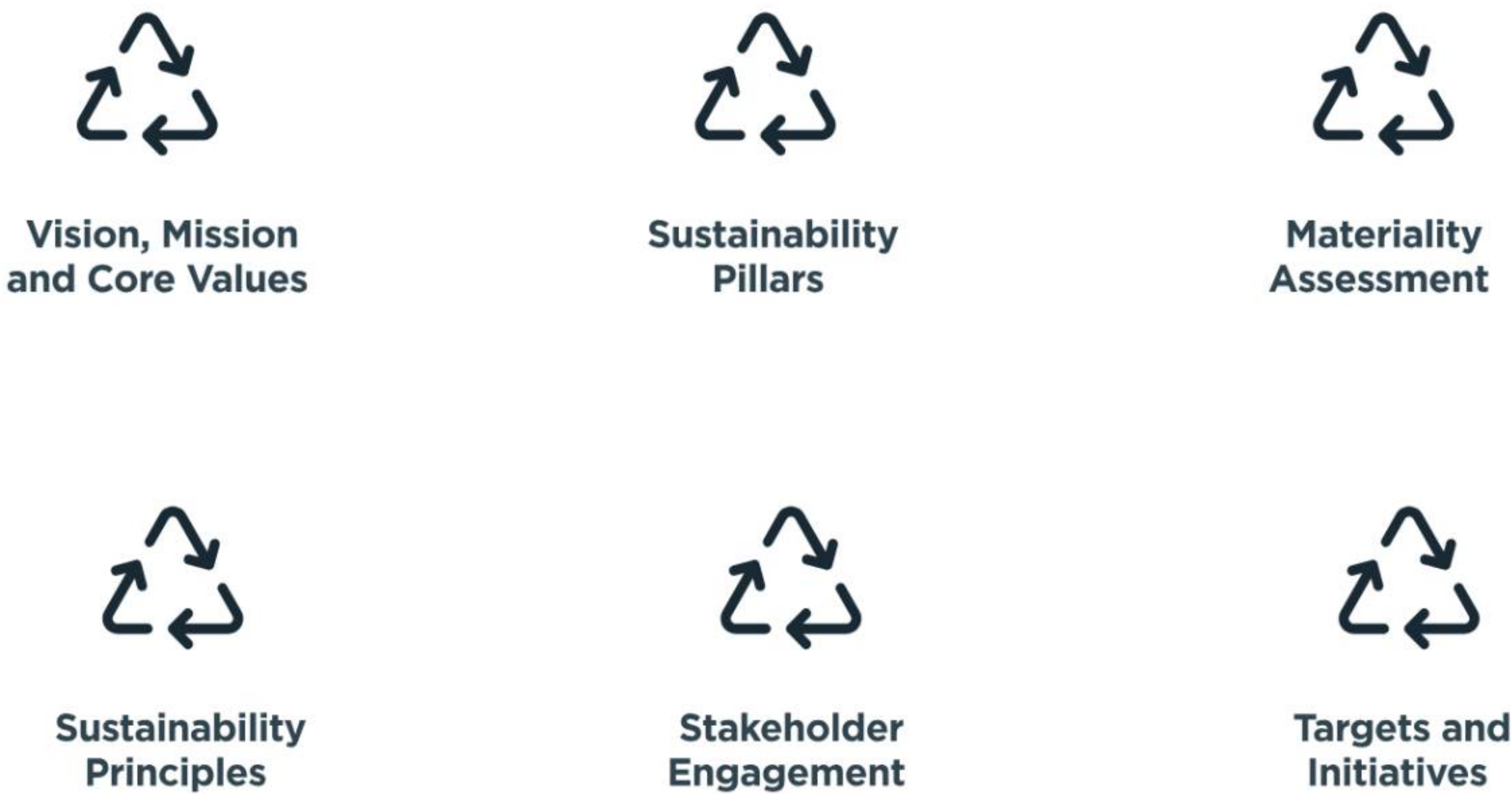
Risk Avoidance	Under this approach, the Bank makes decisions that will attempt to isolate itself from further contact with such risk.
Risk Acceptance	Under this approach, the Bank acknowledges and accepts the risk and takes risk-mitigating steps where the benefit of mitigating outweighs the cost or loss to be incurred, should the risk materialise.
Risk Reduction	Under this approach, the Bank acknowledges the risk and takes steps to reduce the risk of likelihood and/or impact.
Risk Sharing	Under this approach, the Bank seeks to share the identified risks with various other parties e.g through insurance.



Our Sustainability Strategy

To stay ahead of growing sustainability and risks and evolving global regulatory expectations, we recognise the urgency of developing a focused sustainability strategy that strengthens our risk management process, unlocks new opportunities, lays out our sustainability targets and initiatives, and charts an actionable roadmap. Our materiality assessment enabled us to identify the Bank’s most significant sustainability priorities, providing a solid foundation upon which our broader sustainability strategy has been built. Our sustainability strategy structures and outlines our sustainability priorities for the years ahead. The strategy aligns with key sustainability regulations and leading international frameworks, ensuring our approach meets industry expectations and highlights our broader commitment to social development. Our sustainability strategy is also shaped by meaningful stakeholder input, which informed the metrics and targets we have set. We have also developed a clear implementation roadmap with defined actions and timelines to monitor progress across our operations. With this foundation in place, the Bank is well-positioned to advance its sustainability ambitions.

Components of Our Sustainability Strategy



Our Sustainability Strategy

Potential Sustainability-related Risks and Opportunities

 Opportunities  Risks

Risk Category  High  Medium  Low

Potential Risks Identified	Opportunities Identified	Time Horizon	Current and Anticipated Impacts on Business Model	Actions
<ul style="list-style-type: none">• Risk of the bank being used as a conduit for money laundering activities• Management policy breach• Failure to carry out and evaluate independent business continuity tests• Non-conformity with regulatory and statutory compliance 	<ul style="list-style-type: none">• Strong governance that builds investor confidence and attracts global partnerships.• Improved brand reputation and increased trust from high-value clients and investors.	<ul style="list-style-type: none">• Medium-Long term	<div><ul style="list-style-type: none">• Financial loss• Regulatory sanctions• Reputational damage• Customer dissatisfaction• Non-alignment with mission and or vision of organisation• Insolvency</div> <div><ul style="list-style-type: none">• Strengthened governance enhances transparency, boosts investor trust, and supports long-term stability.• Strong compliance builds trust, reduces regulatory risks, and enhances market positioning.</div>	<ul style="list-style-type: none">• Conduct regular compliance audits and strengthen internal controls.• Enhance AML/CFT systems and provide frequent staff training.• Perform independent business continuity tests annually.• Enforce governance policies with clear accountability.• Monitor regulatory changes and ensure prompt compliance.• Provide regular governance and compliance updates to the Board.
<ul style="list-style-type: none">• Incompetent personnel, misaligned Talents• Risk of Inadequate representation of the ProvidusBank brand• Risk of treating customers transaction wrongly 	<ul style="list-style-type: none">• Diverse and inclusive workforce driving innovation, productivity, and a stronger employer brand.• Increased customer loyalty, improved market share, and enhanced competitive positioning.	<ul style="list-style-type: none">• Short-Medium term	<div><ul style="list-style-type: none">• Loss of customer confidence• Brand erosion• Financial loss• Customer dissatisfaction• Possible litigation</div> <div><ul style="list-style-type: none">• Inclusive talent strategies increase engagement, enhance innovation, and build long-term workforce resilience.• Superior service drives loyalty, referrals, and long-term growth.</div>	<ul style="list-style-type: none">• Strengthen talent management to match skills with roles and provide continuous staff training.• Deliver ongoing customer service and transaction-handling training.• Implement strict quality checks to reduce service errors.• Reinforce internal culture and brand-alignment programmes.• Use customer feedback to improve service quality.
<ul style="list-style-type: none">• Delayed response to incidents.• Political/policy instability.• Credit, market, and liquidity pressures; cost overruns. 	<ul style="list-style-type: none">• Greater operational resilience and continuity of service.• Strengthened financial resilience and long-term performance stability.	<ul style="list-style-type: none">• Short-Medium term	<div><ul style="list-style-type: none">• Delayed reponse to incident may lead to operational failures, financial losses• Weak stakeholder confidence.• Financial pressures may erode profitability and constrain growth.</div> <div><ul style="list-style-type: none">• Strong continuity planning improves resilience and ensures stable service delivery.• Strong risk oversight enhances stability and supports long-term value creation</div>	<ul style="list-style-type: none">• Maintain and test business-continuity plans; conduct stress tests and scenario modelling; enhance risk oversight and reporting.• Maintain effective risk monitoring as part of governance processes; enhance cost-management controls; strengthen credit and market risk assessments.

Potential Sustainability-related Risks and Opportunities

Risk Category

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Our Sustainability Strategy

Potential Climate-related Risks and Opportunities

Opportunities Risks

Risk Category High Medium Low

Category	Potential Risks Identified	Opportunities Identified	Time Horizon	Current and Anticipated Impacts on Business Model	Actions
<ul style="list-style-type: none">Physical	<ul style="list-style-type: none">Extreme weather events (floods, storms, heatwaves).Damage to physical branches and critical infrastructure. <div>★</div>	<ul style="list-style-type: none">Climate resilience investments.Innovation and digitalisation.Enhance operational efficiency and reduce energy losses.Strengthen climate commitments through GHG emissions reduction.	<ul style="list-style-type: none">Short-Medium term	<div><ul style="list-style-type: none">Potential operational disruptions and financial losses from damaged infrastructure.Increased insurance premiums.Threats to long-term resource availability.</div> <div><ul style="list-style-type: none">Enhanced operational efficiency, reduced climate vulnerability, and expanded access to sustainable finance.</div>	<ul style="list-style-type: none">Conduct risk assessments of physical assets and branch network.Strengthen disaster recovery and business continuity plans.Invest in climate-resilient infrastructure and energy-efficient systems.Promote digital banking channels to reduce physical branch dependency.
<ul style="list-style-type: none">Transition	<ul style="list-style-type: none">Policy and regulatory changes requiring ESG compliance.Reputational risks if sustainability commitments are unmet.Market shifts toward low-carbon and sustainable finance products.Non-compliance fines or litigation. <div>★</div>	<ul style="list-style-type: none">Green financing, carbon markets, and regulatory incentives.Enhancement of the Bank's sustainability profile.Opportunity to lead in sustainable finance and attract ESG-conscious clients.	<ul style="list-style-type: none">Short-Medium term	<div><ul style="list-style-type: none">Increased compliance costs, operational adjustments, or risk of stranded assets.Revenue volatility or reduced competitiveness due to market shifts.</div> <div><ul style="list-style-type: none">Improved access to sustainable finance, diversified revenue streams, and strengthened market positioning through ESG leadership.</div>	<ul style="list-style-type: none">Establish robust ESG governance and compliance frameworks.Develop and promote green finance products.Monitor regulatory developments and market trends continuously.Train staff on ESG compliance and sustainable finance solutions.



Metrics and Targets

Governing Responsibly
Investing in Our People and Communities
Innovating for the Future
Operating Sustainably
Conclusion

Governing Responsibly

Corporate Governance

Our Corporate Governance framework is an integral part of the Enterprise Risk Framework but enforced through the company secretary, ensuring effective coordination across all governance functions. This ensures strong oversight and alignment with both internal policies and external regulatory expectations. Our governance approach is grounded in several of our Bank’s key policies, including our code of conduct, Board and Board Committee Charters and corporate governance framework. These policies guide ethical conduct, decision-making, and accountability across the Bank. Ensuring that our Board remains independent and objective is very central to our governance philosophy. The Board is guided by our corporate governance policies as well as regulatory requirements set by our regulators. Our strict adherence to these policies ensures our compliance with regulatory expectations.

In the reporting year, the Board met quarterly, with ESG topics forming a consistent part of its agenda. These discussions helped shape strategic sustainability decisions, strengthen risk management, and integrate sustainability into long-term planning. As of December 2024, the Board comprised two female and eight male directors. To strengthen ProvidusBank’s position as a formidable and sustainable financial organisation in the years to come, we maintain a comprehensive Succession Plan to ensure leadership continuity across the Bank, in line with CBN and SEC requirements. We ensure robust monitoring of our governance practices through internal audits, compliance reviews, annual Board evaluations, external assessments, and continuous stakeholder feedback. Our Corporate Governance evaluation and Board Appraisal is conducted on a yearly basis by external consultants. This appraisal enables us to evaluate our current corporate governance practices and Board performance, while identifying areas for enhancement to further strengthen governance within the Bank.

10 BOARD MEMBERS



Our governance and ethics policies are reviewed every two years, or earlier when material changes arise, to remain aligned with regulatory expectations and evolving leading practices. We understand the importance of engaging our internal and external stakeholders in our governance process and believe that stakeholders should be aware of the governance mechanism within ProvidusBank. We engage our shareholders through annual general meetings, maintain transparent relationships with our regulators through timely disclosure and consultation, and solicit customer input through surveys, complaint mechanisms, and advisory panels. Employees are kept aligned through internal communication, governance training, and performance feedback mechanisms. Transparency remains fundamental to our governance approach. We disclose our governance performance through audited financial statements and ensure that practices affecting stakeholder trust, including data protection, responsible lending, and fair treatment, are clearly communicated. Ultimately, our governance structure strengthens risk management, fosters ethical leadership, builds stakeholder trust, and ensures responsible and transparent decision-making.

Governing Responsibly

Regulatory Compliance

The financial sector in Nigeria is one of the most heavily regulated sectors. Hence, ProvidusBank has a dedicated Compliance Department responsible for ensuring that we meet all regulatory obligations and maintain strong alignment with evolving industry standards. This responsibility is supported by a comprehensive suite of policies and procedures, including the Compliance Risk Assessment Framework, the Compliance Program and the Compliance Charter. These policies guide how we identify, assess, and manage compliance risks across the organisation. We remain particularly attentive to transferred compliance risks that may arise from our interactions with other financial institutions.

Sustainability-related regulations continue to evolve rapidly, and to remain ahead of emerging requirements, we actively monitor regulatory developments, integrate ESG oversight into our governance structures, and incorporate climate and social risk considerations into our credit decision-making processes. These efforts ensure that sustainability is not only a regulatory requirement but also a strategic priority across the Bank. We also strengthen our regulatory compliance culture through dedicated structures and processes. This includes maintaining robust policies, investing in staff training and awareness, engaging proactively with regulators, conducting regular audits and risk assessments, and implementing continuous compliance monitoring. Together, these elements support a strong compliance environment built on transparency, accountability, and readiness.

100%

of all projects presented for financing were screened for environmental and social compliance prior to approval.

100%

of employees completed ethics and compliance training during the financial year.

To strengthen our regulatory compliance framework and manage associated risks, we have outlined a series of targeted actions across various time horizons:

Short Term

Reducing the cost of regulatory friction and positioning the Bank for growth by maintaining open, transparent communication with regulators.

Medium Term

Enhancing investor, partner, and customer confidence — potentially lowering cost of capital, by embedding ESG, KYC, and data-protection checks into lending, investment, and onboarding systems.

Long Term

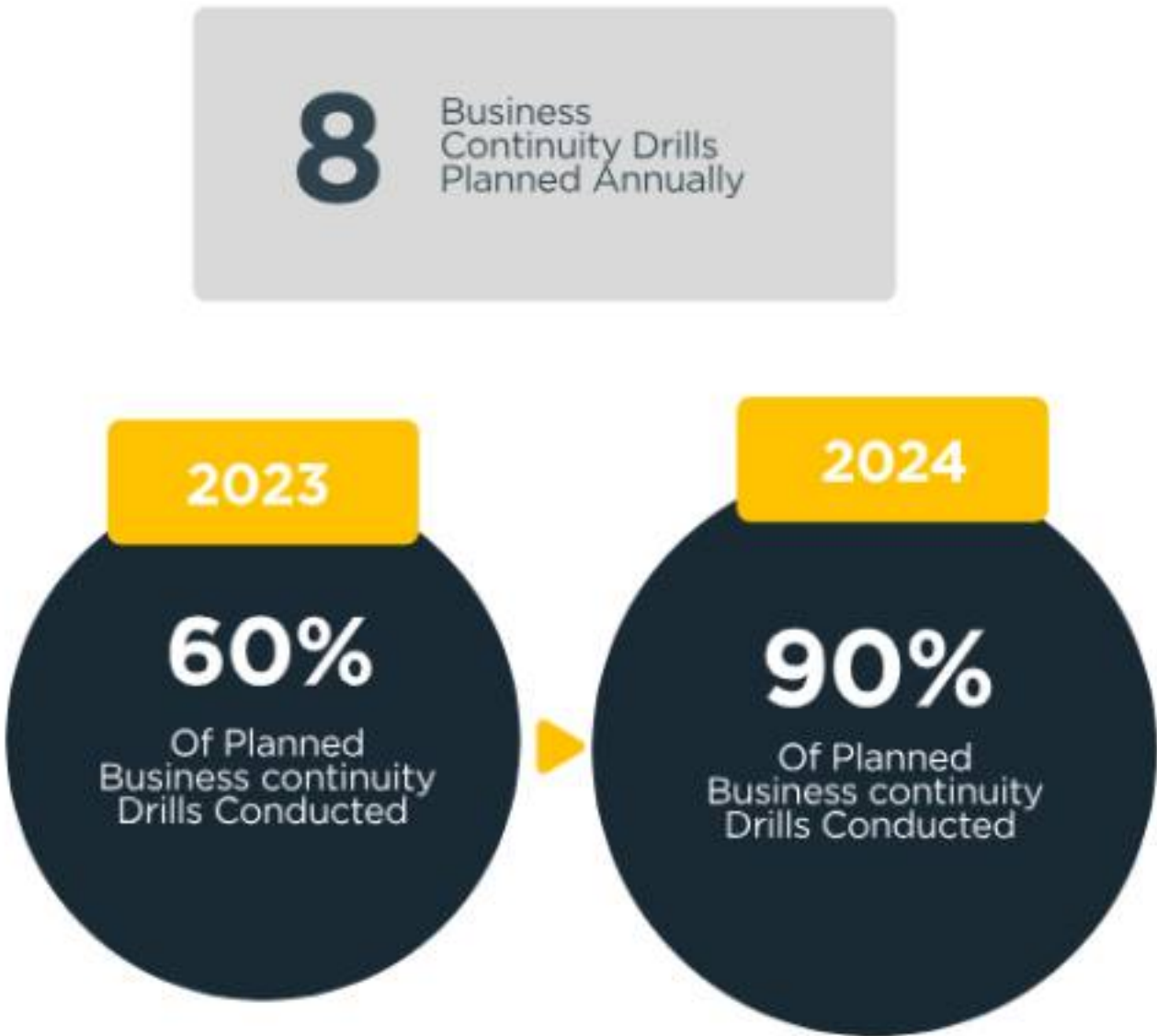
Leveraging our compliance maturity to expand into new, regulation-intensive domains such as the fintech ecosystem, enabling sustainable growth and innovation.

Governing Responsibly

Business Continuity and Risk Management

Business Continuity

Business Continuity ProvidusBank has a robust Business Continuity and Risk Management framework designed to ensure operational resilience and long-term business sustainability. The Bank has a Business Continuity policy guiding our business continuity activities, as well as an ISO 22301 certification, which shows our organisational preparedness to respond to and recover from unexpected and disruptive incidents. The Bank’s dedicated Business Continuity Manager, who reports directly to the Chief Risk Officer (CRO), oversees the implementation, monitoring, and continuous improvement of business continuity measures across business functions. Some of the major risks likely to impact the continuity of the Bank’s business operations include IT outages, infrastructure failures, and people-related risks. To mitigate these, the Bank has implemented a comprehensive cybersecurity playbook covering ten potential cyber scenarios, fully integrated with our Business Continuity Plans. These plans are reviewed annually, or after any major disruption, with updates informed by meetings with the Incident Response Team led by the CRO. Additionally, staff awareness and preparedness are central to our continuity strategy, and we conduct mandatory training programs to ensure employees at all levels understand their roles in crisis management. In 2023, we conducted three capacity-building sessions on ESG and climate risk management for staff. We also ensure Business Continuity drills are conducted regularly.



All projects submitted to the Bank for financing consideration are classified into 3 risk categories in line with the IFC Performance Standards. Each category follows tailored approval processes, due-diligence checklists, and monitoring frameworks. Sustainability risks in loan creation are assessed against an exclusion list, with corrective and preventive measures incorporated into client agreements. Climate-related risks form part of Pillar II risks in the annual Internal Capital Adequacy Assessment Process (ICAAP), informing capital planning, budgeting, and corporate strategy.

Category A Projects	High Potential Negative Impact
Category B Projects	Medium Impact
Category C Projects	Minimal or no adverse Impact

Common sustainability and climate-related risks faced by the Bank include operational disruptions from flooding, fires at data centres, employee strikes, and potential regulatory sanctions. To manage these risks, we ensure our staff are trained on sustainability at least twice a year via the IFC E-Learning portal and the Bank’s Learning Academy, with ESG personnel also attending relevant seminars and workshops regularly. We also engage external stakeholders such as regulators and investors, through periodic audits and timely regulatory reporting (submitted biannually to the CBN).

Governing Responsibly

Business Ethics

We recognise that strong business ethics form the foundation for trust, responsible decision-making, and lasting value creation. Accordingly, we embed ethics and compliance into every aspect of our operations. This includes maintaining robust anti-corruption and anti-money laundering measures to ensure the Bank consistently upholds the highest standards of integrity. This function lies within the Human Resource Management unit in collaboration with the Internal Control and Internal Audit teams. Our Code of Professional Conduct and Oath of Secrecy provide the primary frameworks guiding ethical behaviour across our operations. These policies are reviewed every three years to ensure alignment with leading practices and evolving regulatory standards.

Ethical compliance is critical to mitigating regulatory, financial, legal and reputational risks, including the potential for employees to receive financial gratification in exchange for services. To address these risks, the Bank has implemented a detailed anti-bribery policy, which all employees are required to read, acknowledge, and sign annually. The Bank's Compliance, Internal Control, and Internal Audit departments oversee the management of anti-bribery, anti-money laundering, facilitation payments, and conflicts of interest risks, in line with the Bank's Code of Conduct. Additionally, our whistleblowing policy allows employees to anonymously report unethical behaviour, facilitated through a dedicated portal hosted by a reputable consulting firm. We also ensure that our new employees are intimated with the Bank's stance on fostering ethical business conduct. This is communicated early on during induction/onboarding, with ongoing training to further reinforce our business principles.

We conduct periodic lifestyle reviews for employees in strategic business units to detect and prevent corruption or money-laundering activities. Additionally, competitive compensation structures further discourage unethical behaviour, while due diligence and a risk assessment model ensure that third-party vendors and business partners uphold the same high ethical standards. Also, our employees are required to annually sign off on compliance policies, while our onboarding processes for vendors include ethics awareness programs. Through these comprehensive measures, the Bank maintains a culture of integrity, zero tolerance for corruption, and robust ethical oversight, thereby protecting stakeholders and sustaining trust across its operations. All suspected unethical or non-compliant activities can be reported through our whistleblowing channels below: <https://tip-offs.deloitte.com.ng> or whistle_blowing@providusbank.com or 08007476337 (0800TIPOFFS).

In the reporting year, the Board, senior management and all employees of ProvidusBank across the various levels completed mandatory training on ethics, anti-corruption and anti-money laundering. Additionally, no employee was dismissed or disciplined on the basis of incidents of corruption in the reporting year.

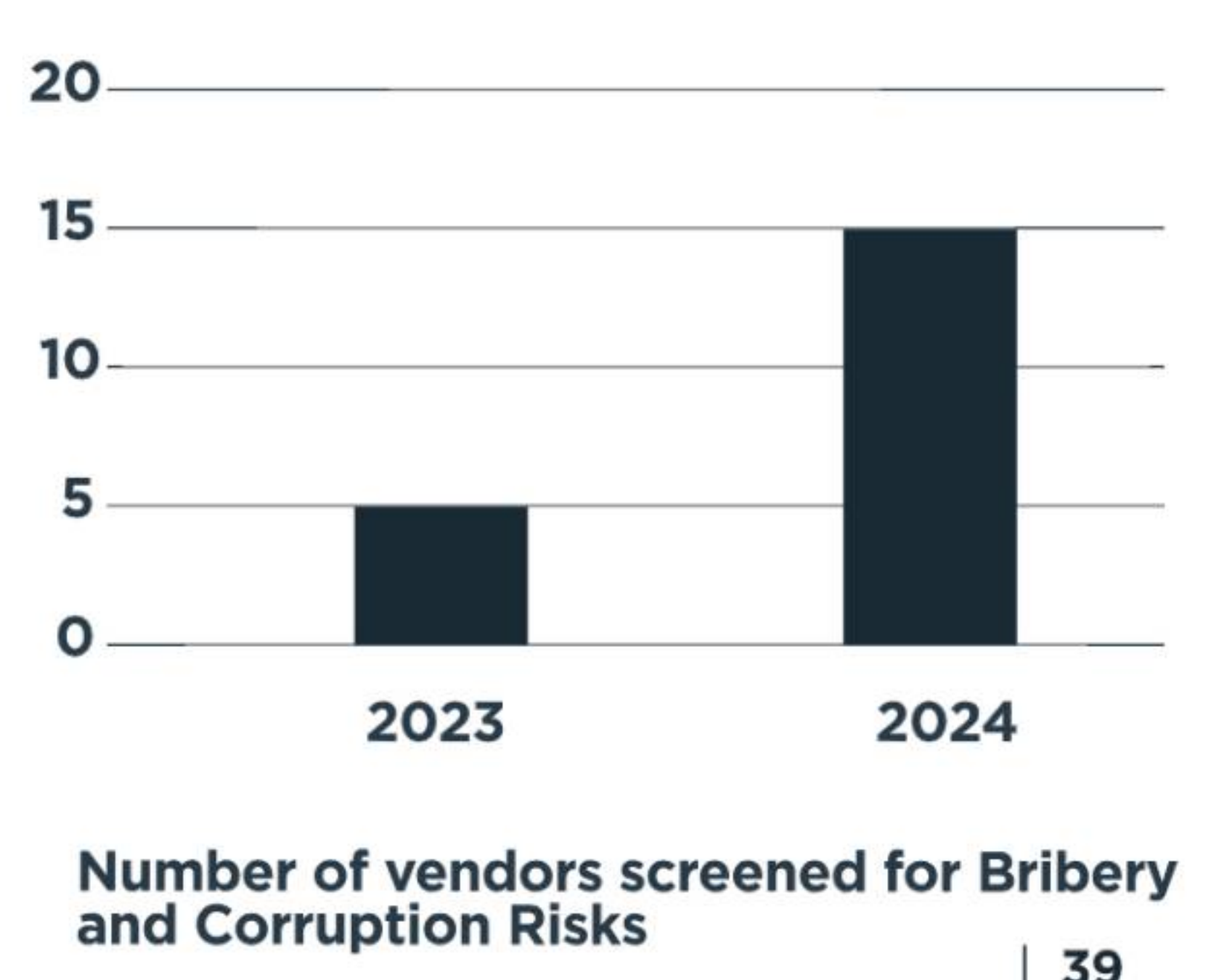
All high-risk business units and operational activities underwent anti-corruption risk assessments during the reporting year.

1,047 Employees

Received communication regarding the Bank's policies on Business ethics.

15 Vendors

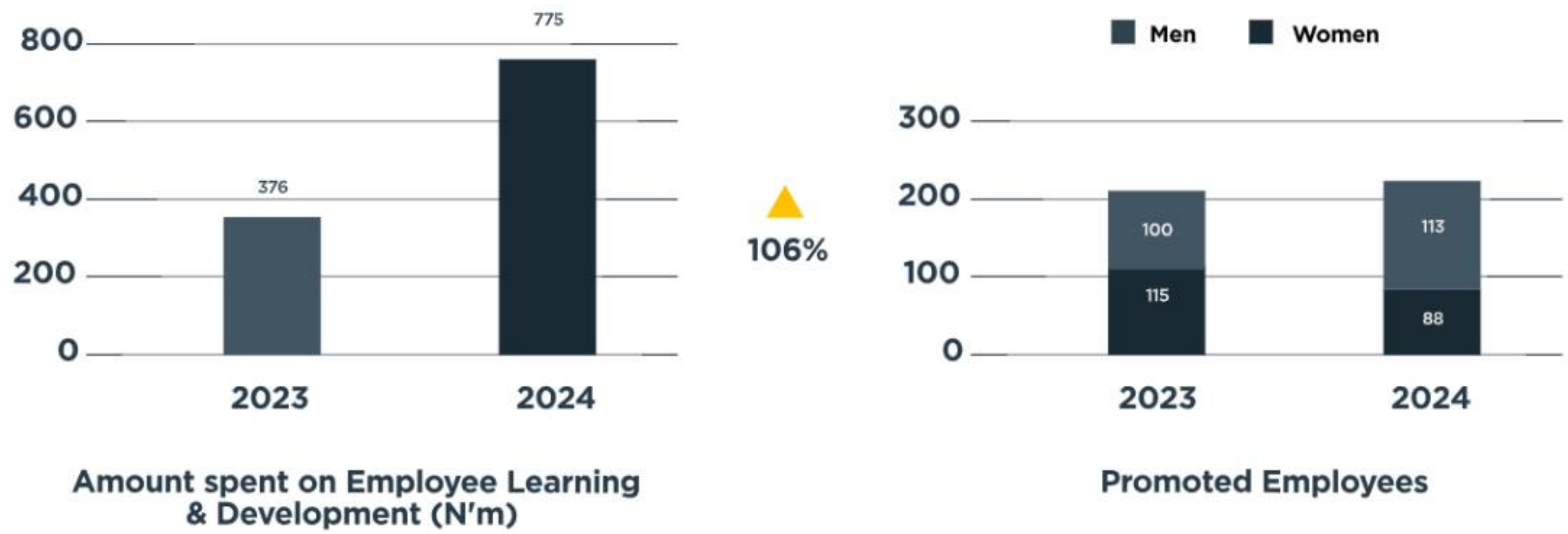
Were screened for bribery and corruption risks in 2024 in a routine third-party assessment. No contracts were terminated or refused renewal due to violations in the reporting year.



Investing in Our People and Communities

Human Capital Management

Our Bank remains deeply committed to the growth and development of our people, and we continue to invest in nurturing and developing our talent. A total of 1,001 from our 1041 employees received performance appraisals during the reporting year, up from 722 in 2023, driven partly by the addition of 297 new full-time hires. We recognise strong performance through fair and merit-based rewards.



As part of our commitment to the welfare of our staff, we provide a robust welfare package & benefits to all staff, including Parental Medical Care, extended medical care, creche Support Allowance, new parent care box, and mortgage loan for Bank Officers levels and above. We also provide status cars to all employees above manager level, ensuring enhanced convenience, improved productivity, and a supportive work environment for senior staff. We also carry out branch visitations & one-on-one Engagement Sessions with our employees to take real-time feedback and resolve issues.



Best Practices Award 2023- Great Place to Work Recognition Award - Rotary District 9110

100% of our full-time employees and contract workers will be covered by ProvidusBank's Occupational Health and Safety Management System (OHSMS), which is being developed in line with ISO 45001, which provides a framework for organisations to manage OHS.

We make sure employees receive basic HSE trainings. In 2024, we spent a total of 51 hours training our staff on HSE, an uptick from the 30 hours recorded in 2023, showing our commitment to promoting workplace safety. Fire safety trainings was made mandatory for all employees, with a total of 30 hours being spent in the training period. We ensure that our safety marshals also undergo first aid trainings with 70 of them undergoing this training for a total of 9 hours in 2024.

To promote and strengthen HSE across the Bank, we implemented structured training and awareness programmes, alongside a Hazard Reporting Portal to support proactive identification of risks. We also conducted Workplace Health Risk Assessments, branch inspections, and HSE audits to detect and address potential health and safety concerns. These initiatives enhanced compliance with HSE requirements, improved branch audit outcomes, and reduced reported work-related health issues.

Metric	2023	2024
Employees who went on annual leave	692	924
Percentage of employees who went on annual leave	86%	89%
Total number of sick leave days taken	765	923
Number of employees who took sick leave	143	196

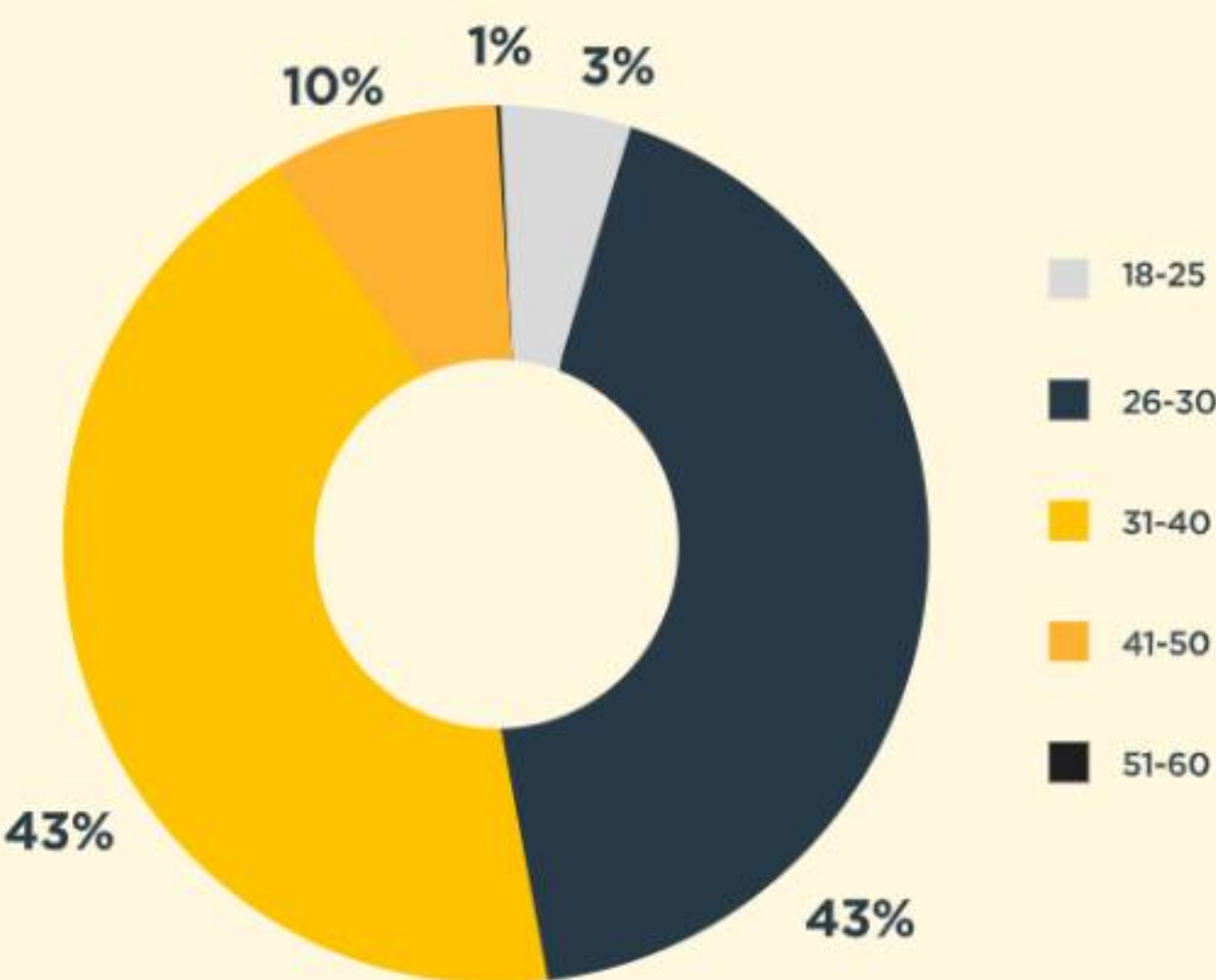
The increase in percentage of our staff who went on annual leave from 2023 to 2024 reflects our commitment to the well-being of our employees. The increase in the number of people who requested sick leave and the sick leave days in 2024 is due to the increase in the number of Bank employees.

Investing in Our People and Communities

Human Capital Management

In 2024, our staff strength grew as we hired and onboarded new full-time hires across various levels.

New Hires (By Age Group)



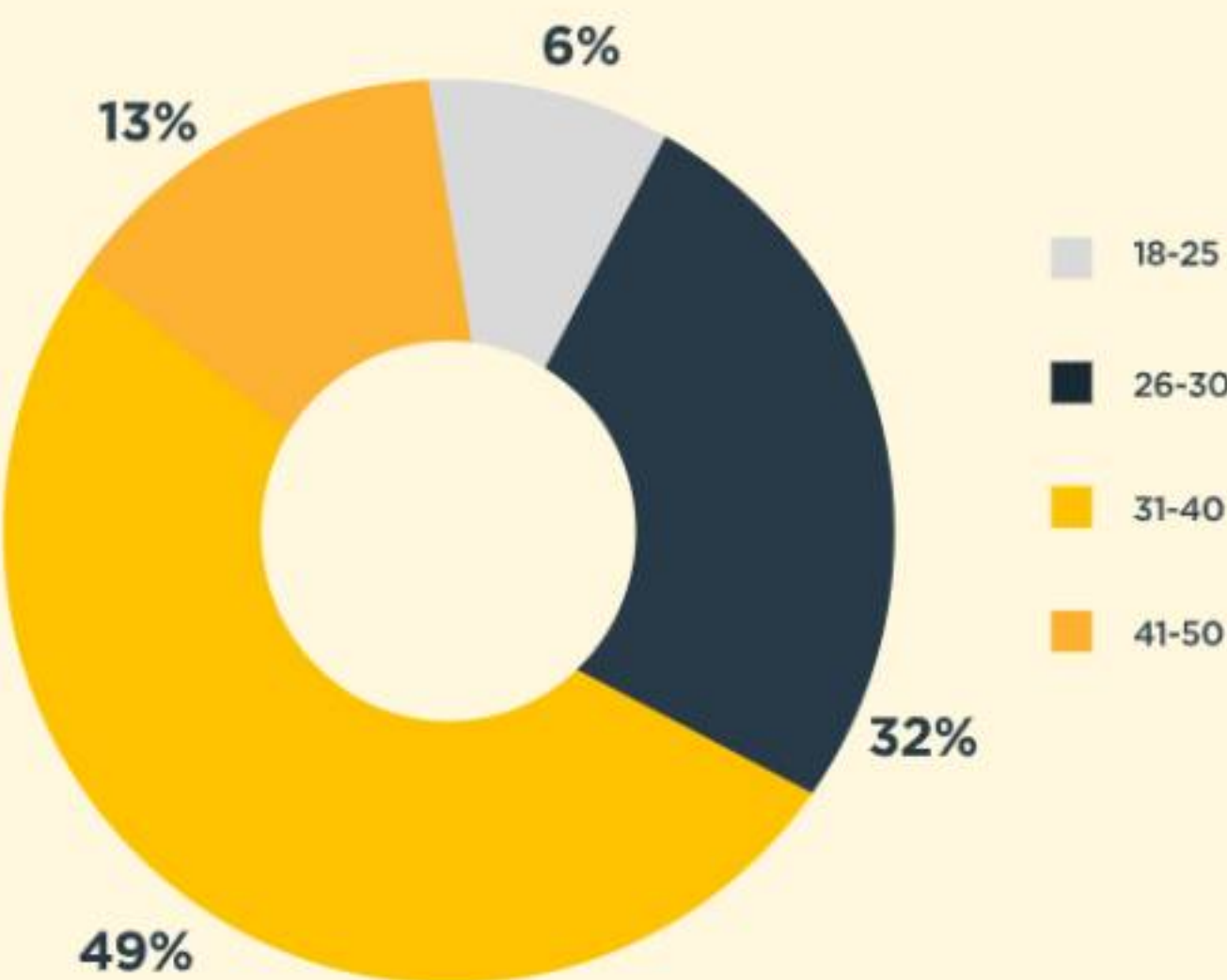
The majority of our new hires fall within the 26-30 and 31-40 age group showing our commitment to developing a strong pipeline of young professionals equipped to drive the Bank’s lasting growth

Within ProvidusBank, our female employees are entitled to 60 days of parental leave while our male employees enjoy 10 days. In 2024, 30 of our female employees requested and went on approved maternity leave, while 32 male employees took paternity leave in the same reporting period.

100% resumption of duty post parental leave demonstrates our commitment to employee retention, work-life balance, and a supportive workplace culture.

In 2024, we recorded a turnover rate of 8% with only 84 employees leaving the Bank, mostly for relocation and career advancement reasons.

Employee Exits (By Age Group)



Our low turnover rate serves as a testament to our organisational culture and our positive investment in our employees. In the future, we intend to conduct “Stay interviews” to capture real-time concerns and pre-empt attrition triggers.



- Female employees returned to work from maternity leave in 2024
- Male employees returned to work from paternity leave in 2024

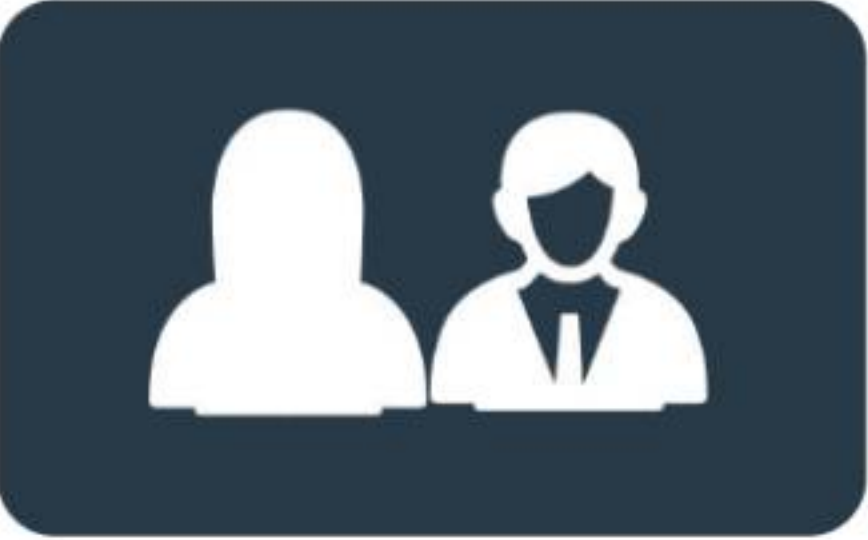
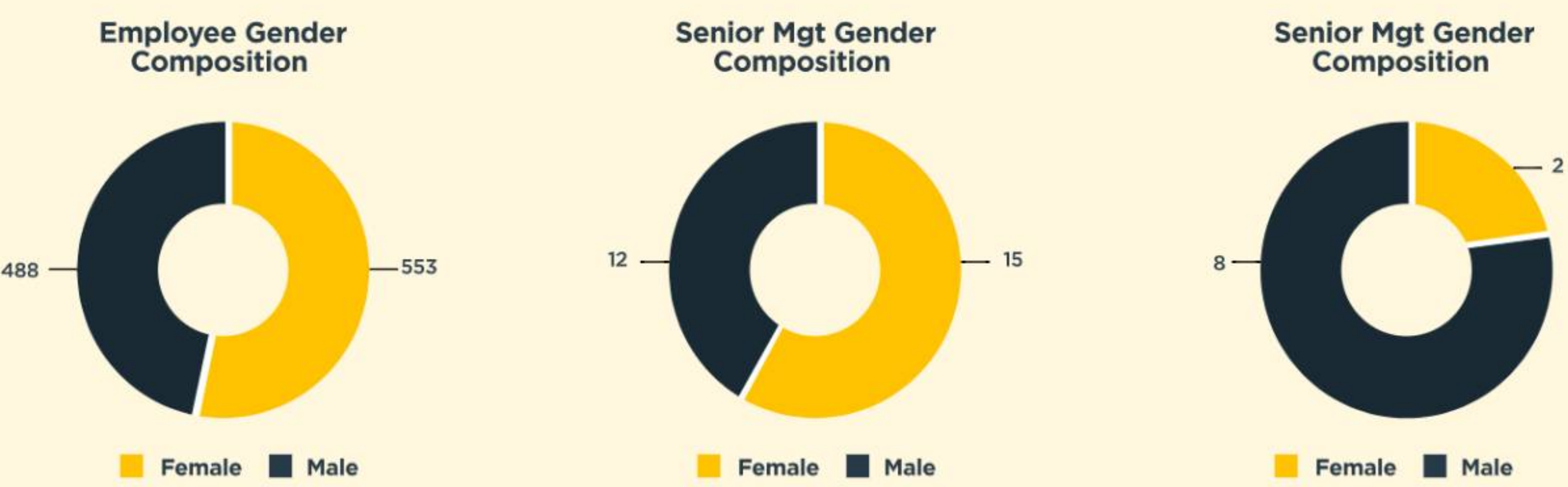
In all our human capital management activities, we are guided by our Code of Conduct policy, HR Policy Manual and the Blacklist Policy. These policies set out the ethical standards and professional behaviour expectations for all employees of ProvidusBank, guide the people management process at ProvidusBank and establish the process for terminating employment.

Investing in Our People and Communities

Workplace Diversity and Equity

ProvidusBank is committed to fostering an inclusive and equitable workplace grounded in our People First Philosophy. Diversity, Equity, and Inclusion (DEI) sits at the heart of our culture, strengthens innovation, deepens employee engagement, and enhances our ability to serve a diverse customer base across Nigeria. To this effect, ProvidusBank promotes DEI through a range of initiatives, including diversity-focused recruitment practices, career development policies that support equal growth opportunities, and inclusive training and awareness programmes for all employees. Oversight of these initiatives is coordinated by the Employee Services and Employee Engagement Units of the Human Capital Management Division. These efforts are guided by our HR Policy, which articulates our commitment to fairness and equal opportunity.

Our staff strength stands at 1041 employees across the Bank, with a 53:47 gender ratio in favour of women. Our workforce is fully Nigerian, ranging in age from 18 to 60, and includes 330 contract employees who receive benefits comparable to full-time staff, with modest differences in bonus eligibility and HMO coverage. We also proudly employ a colleague with a disability, highlighting our commitment to an inclusive and diverse workplace. The charts below show our Bank's employee gender composition across various levels, including the Board.



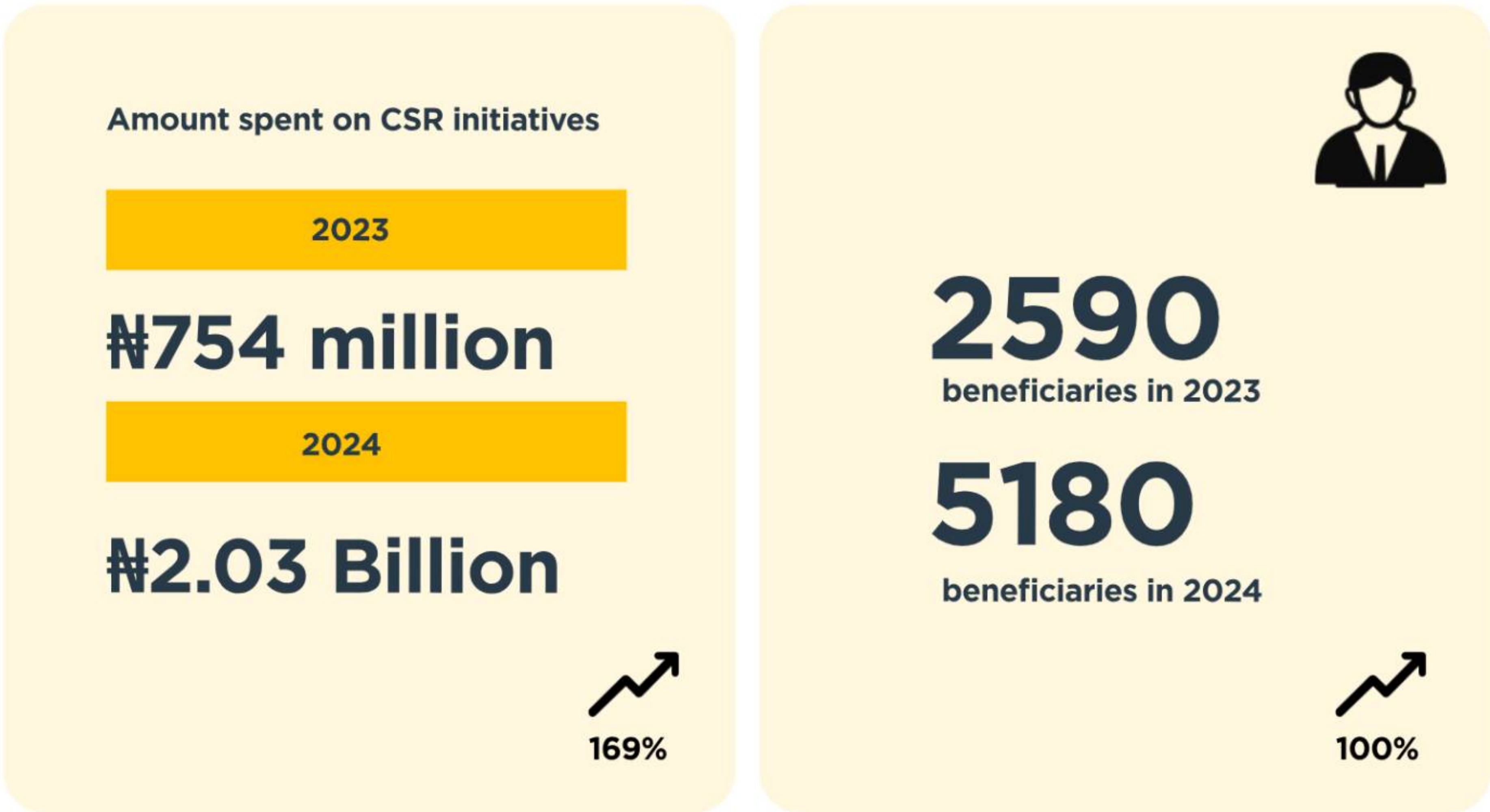
The Bank's commitment to DEI has been externally validated through industry recognition. In 2023 & 2024 consecutively, the Bank was awarded the Best in Diversity and Inclusion Nationwide. These awards are not treated as mere PR milestones but are viewed as benchmarks for evaluating the real-world impact of the Bank's culture, policies, and DEI programs on staff experience.

Identification of DEI-related risks and opportunities is carried out through a range of structured processes, including workforce demographic analyses, employee engagement, exit interviews, and regular monitoring of workplace practices. Insights from these sources help the Bank detect potential risks such as unequal career progression, underrepresentation of specific groups, or reputational impact from employee personal expectations. These practices also highlight opportunities to strengthen innovation and improve employee retention through a more inclusive workforce.

DEI at ProvidusBank is considered a subset of the Human Capital Management and is evaluated alongside other risk categories, such as operational, compliance, and reputational risks, to ensure balanced prioritisation across the organisation. HRM ensures that DEI risks are handled as high-priority and escalated to senior management and the disciplinary committee a review. This process embeds DEI considerations into ProvidusBank's comprehensive framework for sustainable risk management and business resilience.

Investing in Our People and Communities

Community Impact



We recognise that the local communities play a critical role in the sustainability and prosperity of our operations. Through our Brands and Communications team - Corporate Social Responsibility (CSR) arm, we carry out several initiatives targeted at impacting our communities.

These initiatives are guided by our CSR pillars, which include:

- Health and Wellness (SDG 3)
- Empowering women and girls and achieving gender equality (SDG 5)
- Environmental Sustainability (SDG 11&13)
- Quality Education (SDG 4) Youth Development (SDG 8,3,4; NSBP 7)

ProvidusBank engages with key community stakeholders to understand their most pressing needs, enabling the Bank to identify and implement projects that deliver meaningful impact. This promotes community-business partnerships and helps to address environmental and social issues through the intervention of the Bank. In the reporting year, the Bank carried out several CSR initiatives, contributing to the achievement of the UN SDGs.

ProvidusBank CSR Initiatives

Tree Planting

We partnered with the Rotary Club to plant trees in various locations across Nigeria, including Magodo and Ado-odo/ota community, thereby promoting environmental sustainability and mitigating climate change.



Marcelle Ruth Women in Healthcare

ProvidusBank collaborated with the Women in Healthcare Network to foster career and personal growth through educational meetings and mentorship programs with the aim of improving the healthcare of our nation.

Construction of Sport Facilities

We built sports facilities, including tennis courts, basketball court, and a football pitch for Banana Island Property Owners and Resident Association (BIPORAL), thereby promoting good health and wellbeing in alignment with SDG 3.

Employee Volunteering: We promote a culture of volunteering among our employees, thereby creating a sense of responsibility and accountability. Employees in the Bank are strongly encouraged to volunteer for CSR initiatives as a way of giving back to society.

World Poetry Day

Since 2019, ProvidusBank has hosted an annual World Poetry Day event, often called the ProvidusBank cafe to celebrate poetry and promote culture.



Financial Literacy Day Program

ProvidusBank Partnered with Junior Achievement Nigeria to educate students in secondary schools on the importance of financial awareness **across six (6) states** in Nigeria. The objective of the program was to help these students build the knowledge and habits needed for lifelong financial well-being.

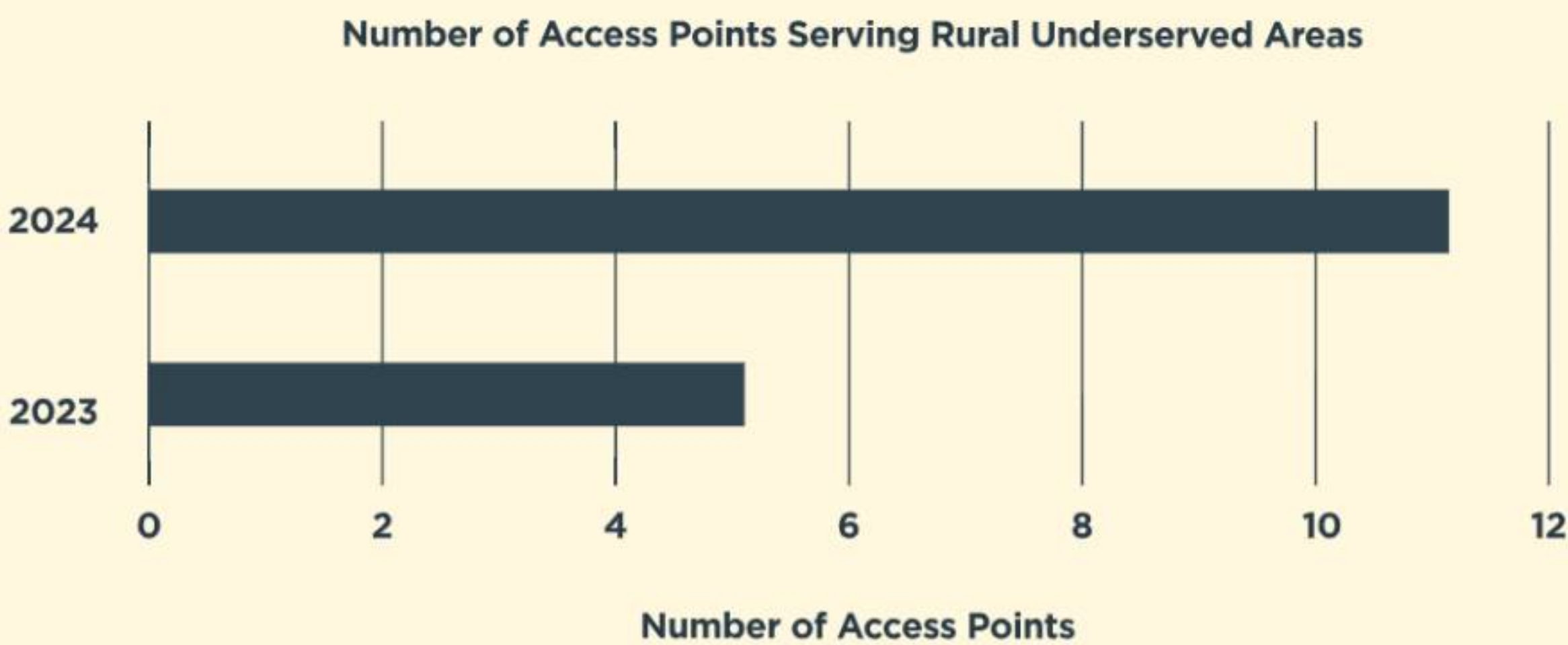
Malaria Football Initiative

In alignment with SDG 3 – Good Health and Well-being, we leveraged the power of sports and entertainment to deliver free health services to those who cannot afford them in resource-poor settings.

Investing in Our People and Communities

Financial Inclusion and Women Empowerment

In alignment with Principles four (4) and five (5) of the Nigerian Sustainable Banking Principles (NSBP), ProvidusBank recognises the importance of Financial Inclusion and Women Empowerment in driving sustainability in the Banking sector. We integrate financial inclusion into our corporate strategy by expanding our customer base, promoting the financial stability of customers through financial education, partnerships, digital platforms and contributing to economic development. Currently, the Bank does not offer direct agency banking services. However, we partner with third parties to provide agency banking to the underserved in areas where the Bank is not physically present. Through our partnership with third parties, the number of access points (branches, ATMs, agents) serving rural or underserved areas grew from five (5) in 2023 to 11 in 2024, indicating a 55% increase. This affirms the Bank’s commitment to financial inclusion.

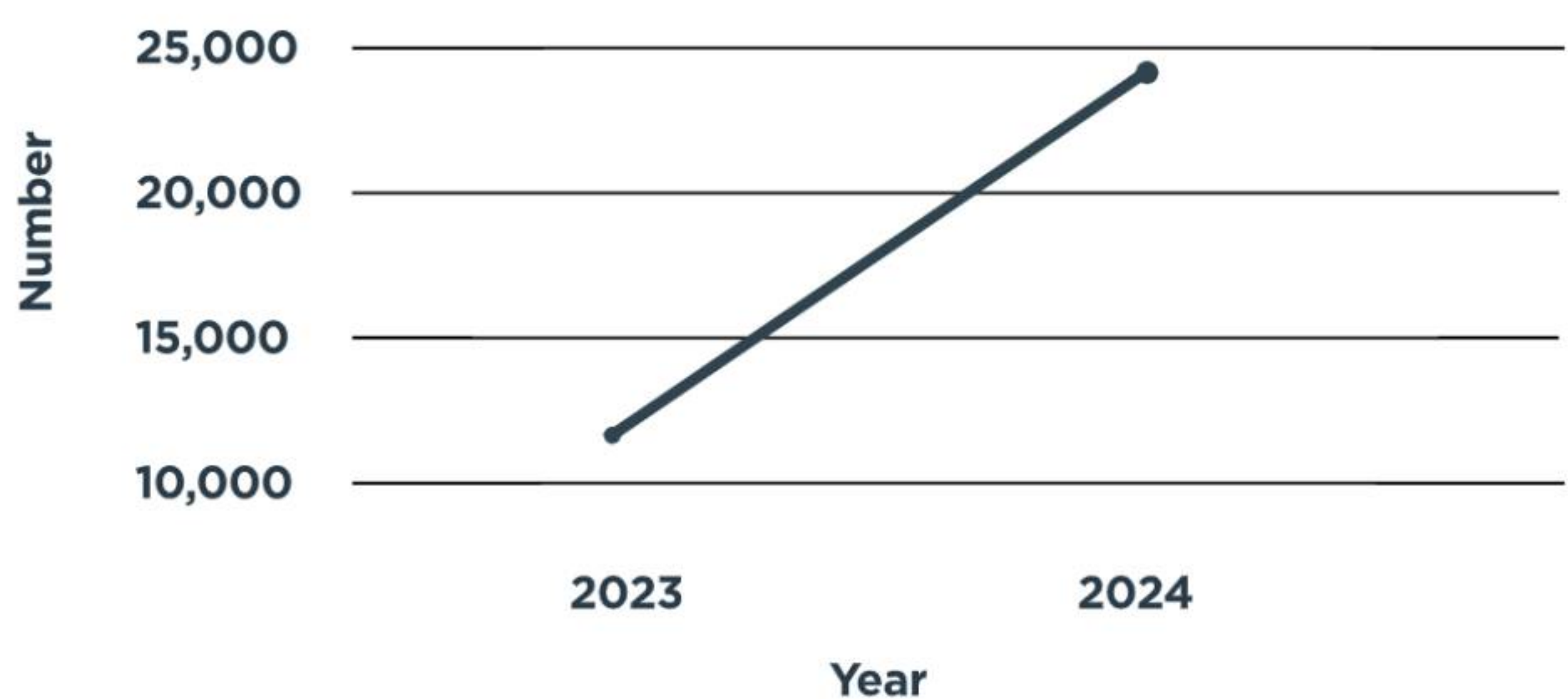


We increased the number of our partnerships with Fintechs and NGOs in 2024 by 13% to expand our reach for financial inclusion.





ProvidusBank has a vision of becoming the Bank for Women in Wealth, and this vision is being driven by the Women Banking Team, which is responsible for driving women empowerment in the Bank. As part of its commitment to women empowerment, the Bank developed a women-specific financial product and offering in October 2023 called Regal by ProvidusBank. This product aims to support women entrepreneurs and professionals through targeted programs and initiatives. Some of these initiatives include the Regal Loans (Health, Business & Personal), which offer discounted finance for women-owned businesses, and the Regal Capacity Expansion Programs. The Women Banking Team uses a centralised coordinated approach to drive women empowerment, where the core team works directly with Regal Champions across all branches of the Bank. In 2024, the total number of women-owned businesses with active accounts with the Bank increased significantly to 23,836 from 11,487 in 2023, and this is largely attributed to the Regal by Providus product.



Innovating for the Future

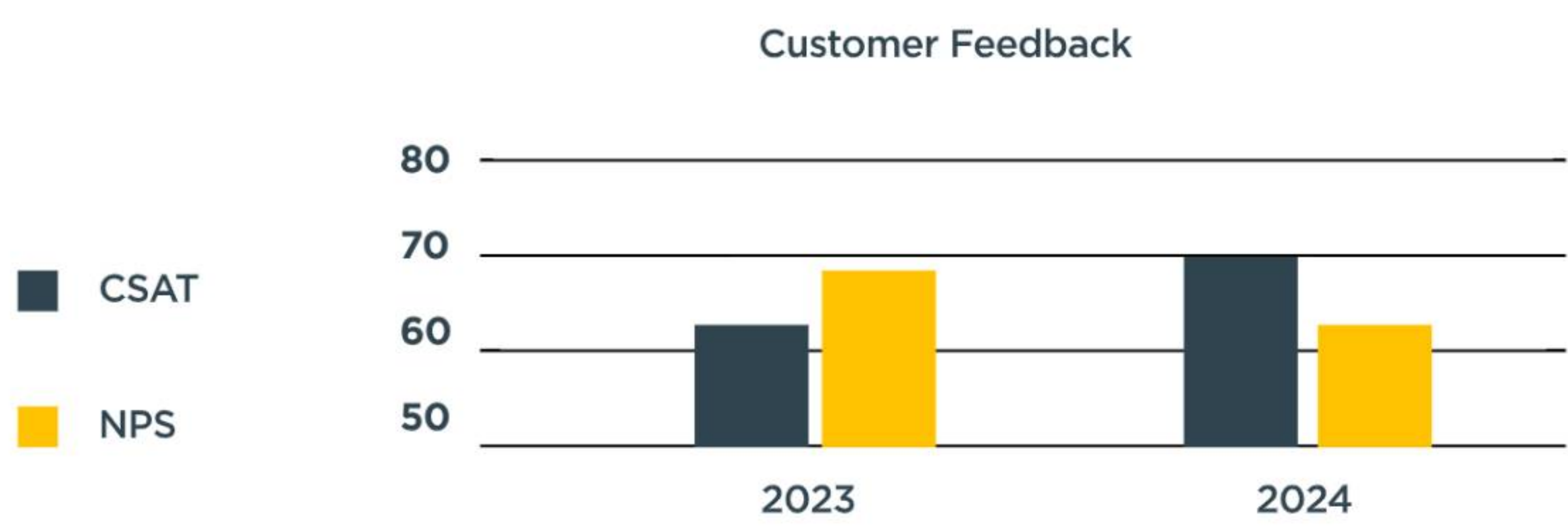
Customer Experience & Service Delivery



Our clients are at the centre of our business, and their satisfaction remains a top priority. As the driving force behind our operations, they shape the services we deliver and the standards we uphold. Customer Experience and Service Delivery function is overseen by the Standard Management Department, a sub-unit of the In-branch Service & Standard Management Unit.

We are committed to providing exceptional customer service that fosters loyalty and satisfaction. To achieve this, we continuously launch initiatives including digital banking enhancements, deployment of customer insight systems, strengthened risk management assurance calls, process optimisation, expansion of physical channels, continuous customer education, technology and operational upgrades, and mystery-shopping service audits.

Service delivery is standardised across the Bank through SOPs, omnichannel CRM systems, continuous staff training, quality assurance audits, centralised feedback mechanisms, and performance monitoring using metrics such as Net Promoter Score (NPS), Customer Satisfaction (CSAT) Score, and service-level indicators. Customer feedback is central to our improvement strategy, with recurring complaints and feedback escalated, reviewed, and addressed via formal escalation channels to ensure timely intervention. In 2024, we operated 16 feedback channels and conducted two external customer surveys



We scored a CSAT of 70% in 2024, up from 62.5% in 2023 and a Net Promoter Score (NPS) of +65 in 2024, a slight decrease from +69 recorded in 2023, reflecting areas for targeted improvement.

The Bank actively promotes accessibility and inclusion by equipping all branches with disability-assisted systems. It also offers digital and remote banking options for rural or distant customers, leveraging Relationship Managers to sustain personalised engagement and ongoing business support. While challenges such as third-party system downtimes, process gaps, and evolving customer expectations occasionally arise, we continuously optimise our processes, upskill staff, implement digital enhancements, and incorporate customer feedback to maintain a seamless customer experience.

To further improve our service delivery, we conduct periodic process reviews, continuous staff retraining via HR and Knowledge-Sharing Sessions (KSS), IT system upgrades, targeted customer communication, and policy refinements to address root causes and prevent recurrence of complaints. Continuous customer service and empathy training is delivered through the HR Learning Academy, onboarding programs, refresher courses, and specialised service excellence workshops, equipping staff to deliver exceptional experiences consistently.

Through these combined efforts, the Bank ensures a customer-centric approach that strengthens stakeholder trust and continues to enhance the quality of service delivery.

Metrics	2023	2024
Total number of customer complaints received	22,715	13,839
Number of complaints resolved	22,705	13,836
Average service uptime for digital channels (online/mobile)	95%	95%

Innovating for the Future

Digital Transformation and Innovation



As a future forward bank, digitalisation and innovation are key building blocks for the future we are striving to achieve. Our digital transformation and innovation agenda is overseen by the IT and E-Business Unit, which manages the day-to-day implementation of our digital strategy across channels. The Bank operates under a strong governance framework supported by key policies and procedures, including the Nigeria Data Protection Act (NDPA) and our Information Management System which is aligned with ISO 27001, demonstrating our commitment to systematically managing and safeguarding sensitive information. This ensures that all digital initiatives prioritise customer convenience, regulatory compliance, operational resilience, and the Bank’s “Future Forward” strategic ambition.

We recognise that digital transformation also presents certain risks which include:

Operational and Process Risk	Service downtimes, Integration delays, and Process automation failures
Cybersecurity and Data Privacy Risk	Data breaches, Phishing, Social engineering, and Third-party cyber risks
Regulatory and Compliance Risk	Evolving cybersecurity and data protection regulations

To mitigate these risks, we maintain strict controls, conduct regular audits, and align with leading cybersecurity practices to ensure the confidentiality and integrity of customer data. Despite these risks, digital transformation remains instrumental to fostering opportunities for revenue growth, financial inclusion, and market competitiveness:



Our commitment to innovation is reflected in the rollout of new digital products and services in 2024, including the Amphi Card, Tokenization, SoftPOS, and Providus Notify. As we progress, we continue to expand digital access, ensuring all ProvidusBank's branches have digital hubs and tutorial videos for our e-business products, while extending our reach to unbanked and underserved customers through strategic partnerships.

We achieved notable and measurable progress across our digital transformation targets and initiatives, as shown in the table below:

Metric	2023	2024
Duration of digital channel outages	175 hours	160 hours
Successful transactions	92%	93%
Automated Banking Processes	75%	80%

These achievements reinforce our competitive positioning, enhance our brand identity, and position the Bank for global recognition and innovation leadership.

Looking ahead, one of our key digital transformation targets is to further improve uptime across all digital channels while constantly innovating around customer-centric products and services. We will leverage technology, strengthen security, and drive sustainable innovation that aligns with both customer expectations and the Bank's long-term strategic and sustainability objectives.

Innovating for the Future

Cyber Security and Data Protection



The financial industry is a prime target for cyber threats, making robust cybersecurity essential for safeguarding data, preventing financial fraud, and ensuring compliance with regulatory requirements. At ProvidusBank, cybersecurity and data protection are overseen by the Information Security Department, the dedicated unit responsible for ensuring the confidentiality, integrity, and availability of our systems and customer information. Our approach is anchored on a comprehensive suite of internal and external policies and frameworks which guide our data processing and cybersecurity activities.

With strong support from the Board and Executive Management, the Bank continues to strengthen its security posture while steadily advancing toward our goal of achieving an “Advanced” Cybersecurity Maturity Level by 2027.

Data Protection and Lifecycle Management

We understand that data management is central to our services as a bank and ensure that customer information is protected throughout its entire lifecycle - from data collection and processing to storage, archiving, and eventual disposal. Customer data is collected physically or digitally during account opening, processed solely for its intended purpose, and stored securely.

We strictly apply the principles of purpose limitation and informed consent, ensuring that no customer data is used for secondary purposes. To maintain effective oversight, we employ advanced tools and technologies such as Data Loss Prevention (DLP), Mobile Device Management (MDM), and 24/7 (Security Information and Event Management) SIEM monitoring to monitor and protect our data systems. We also ensure we have strong people-driven processes, including regular awareness sessions, internal and external training, and ongoing cross-functional collaboration with ITSD, Risk, and business units.

In 2024, the Bank did not record any cybersecurity or data privacy breaches. To maintain this standard, we ensured:

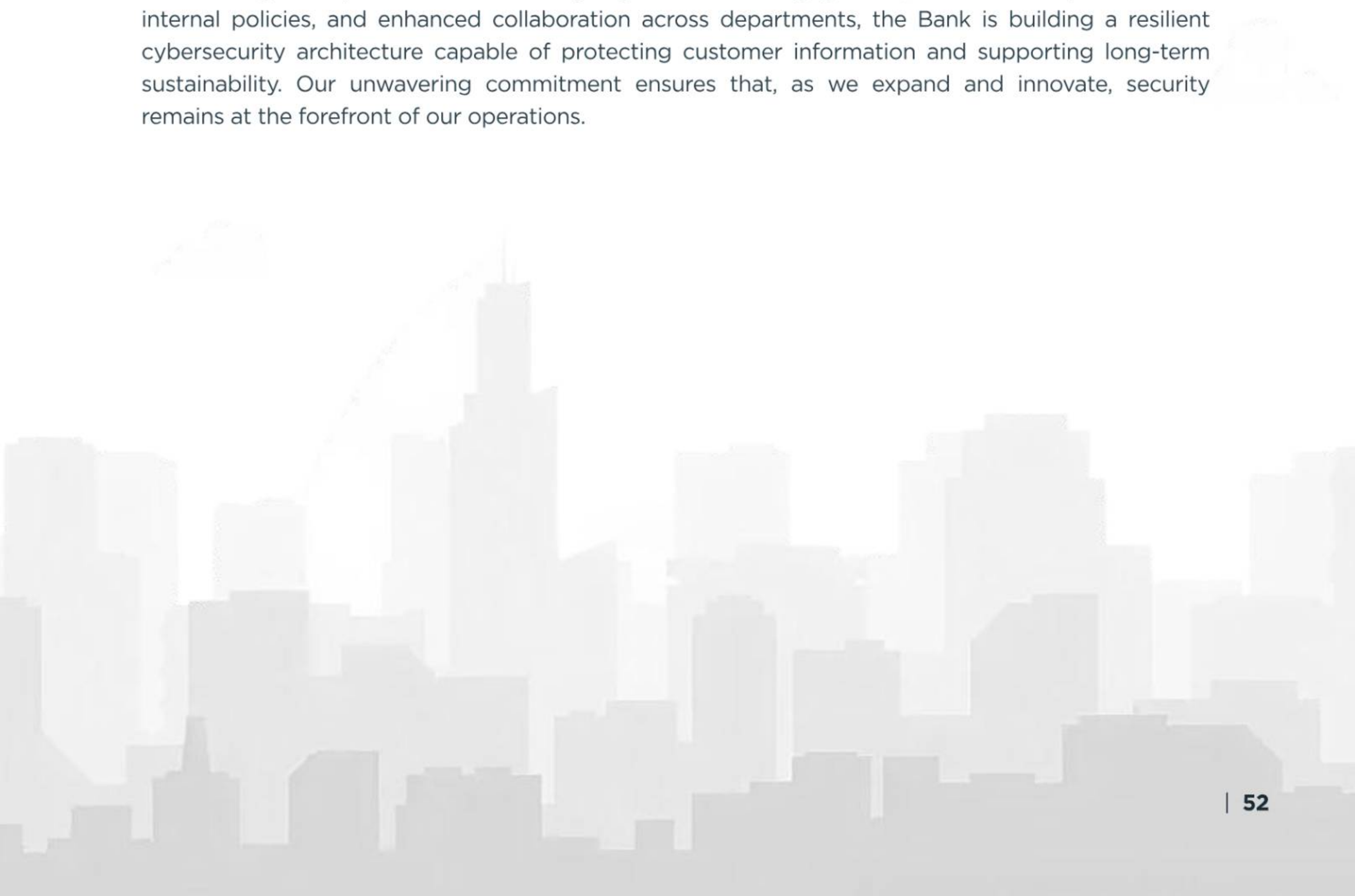
- ✔ **100% of employees** received mandatory information security and data privacy training
- ✔ **Cybersecurity** awareness sessions were held **monthly** for both staff and customers
- ✔ **Phishing simulations** were conducted to test staff vigilance, with follow-up training for defaulters

Managing Cybersecurity and Privacy Risks

Our approach to identifying and managing cybersecurity and data privacy risks is practical, structured, and proactive. We adhere to our Data Protection, Data Retention & Privacy Policy, enforce robust backup practices, ensure email security, conduct vulnerability assessments, perform Data Protection Impact Assessments, and carry out periodic audits. With identified risks, we implement preventive controls, including:

1. Continuous staff and customer awareness programs to help identify sensitive data and suspicious activity
2. Technological controls such as firewalls, endpoint protection, identity management, and threat detection tools
3. Strong collaboration with Cybersecurity Threat Intelligence (CTI) partners to stay ahead of emerging threats

These measures collectively enhance the Bank’s ability to protect client information and maintain resilience against cyber attacks. With ongoing stakeholder engagement, continuous improvement of internal policies, and enhanced collaboration across departments, the Bank is building a resilient cybersecurity architecture capable of protecting customer information and supporting long-term sustainability. Our unwavering commitment ensures that, as we expand and innovate, security remains at the forefront of our operations.



Operating Sustainably

Climate Change Mitigation and Adaptation

Our Board Risk Management Committee plays an oversight role in managing climate-related risks and opportunities in the Bank. We have developed a Social and Environmental Management System (SEMS) Policy, which is aligned with the IFC Performance Standards, through which we evaluate all customers against the parameters listed in the SEMS checklist to avoid funding projects that can promote environmental degradation and social harm. Given the severe consequences of climate change on business operations and long-term viability, it is imperative that ProvidusBank proactively adopts robust climate mitigation and adaptation strategies.

In commemoration of World Tree Planting Day, ProvidusBank partnered with Rotary District 9111 to plant a total of 1,200 dwarf coconut trees over a 6-acre piece of land, in Ado-Odo community, Ogun State – a community that is involved in planting trees as a way of conserving life. This initiative supports environmental conservation and carbon sequestration through afforestation. This initiative gives our customers a chance to protect the Earth and restore the ecosystem. By investing in nature-based solutions, we are reinforcing our commitment to climate action and fostering a healthier environment for future generations.

1200 Trees Planted

We have also considered the impact of fossil fuels on climate change and have made strategic efforts to reduce our reliance on fossil fuels. In achieving this, the Bank has taken steps towards the use of a cleaner source of energy. The Bank has installed solar panels in its ATMs across some of its branches.

19 Branches Powered by Solar

As part of the Bank’s sustainability strategy, the Bank launched the ProvidusEco, with a focus on protecting the environment and mitigating climate change. ProvidusEco is Nigeria’s first eco-friendly contactless debit card - made from a biodegradable copolyester called Ecozen, which helps reduce plastic waste. For every ProvidusEco card issued, a tree is planted in partnership with a reforestation organisation, contributing to ecosystem restoration and carbon offsetting.



Solar panels were installed across our 19 branches and nine (9) off-site ATM locations with the aim of mitigating climate change and promoting responsible environmental practices.

Operating Sustainably

Responsible Procurement Practices

As a future-forward bank, we work to ensure that our procurement processes are carried out responsibly and with consideration for their environmental and social impact. Procurement is managed by Our Procurement and Vendor Management team under the Admin & Operational Support Group manages the Bank's procurement practices. The team handles purchasing, vendor management, and contract drafting, SLA negotiations, while working closely with the Legal, Risk, and Finance teams to ensure compliance, cost efficiency, and regulatory alignment.

To support safe and responsible operations, the Bank provides Health, Safety and Environment (HSE) training and capacity-building support to third-party vendors, including drivers, cleaners, and security personnel.

These efforts help minimise environmental and social risks and reinforce responsible business conduct across the Bank's extended operations.

As part of the supplier onboarding process, all vendors undergo sustainability training to ensure they understand the Bank's environmental and social expectations. ProvidusBank further encourages third-party partners to improve transparency by disclosing their ESG practices. While formal disclosure requirements are still being developed, Ongoing initiatives include the integration of ESG reporting expectations into the Supplier Code of Conduct, stakeholder awareness sessions on sustainability reporting, and alignment with recognised global standards.

The Bank's procurement activities are guided by its Procurement Policy, which sets the framework for how goods and services are sourced. ProvidusBank remain committed to integrating environmental and social considerations into its sourcing practices as our policies and processes evolve.



Through these measures, ProvidusBank is building a supply chain that supports responsible procurement, operational resilience, and long-term sustainable development.

Operating Sustainably

Sustainable Lending and Investment Opportunities

ProvidusBank's Risk Management and Treasury team manages sustainable lending and investment at the Bank, while our Loan Monitoring Team actively monitor loan covenants post-disbursement of loans. Our Loan Monitoring Team ensures that all projects are visited at least twice a year to monitor their performance, progress and compliance with set Environmental & Social Covenants. In promoting sustainable lending, we carried out ESG Risks training sessions for members of our sales unit to intimate them with the implications on the Bank's Risk Asset Portfolio, as well as the red flags to look out for at clients' locations.



Our Social and Environmental Management System (SEMS) policy guides the assessment and management of our Environmental and Social (E&S) Risk emanating from our lending activities. Our E&S Risk Management Process involves screening loan requests against our exclusion list, assessing whether a client or activity poses potential E&S risks, and evaluating the severity of those risks using our E&S Checklist. Based on this assessment, we categorise each case as high, medium, or low risk and develop the necessary corrective or preventive action plans. We also carry out ongoing performance monitoring to ensure that identified E&S risks are effectively managed throughout the project lifecycle.

In managing E&S risk, clients are made to commit to Sustainable business practices to ensure their business activities do not negatively impact the environment. Also, effective monitoring is done through periodic visitation to the client site to ensure alignment of client's business activities with the environmental and social goals of the Bank.

We understand the environmental risks associated with high-emitting sectors and, therefore, take deliberate steps to limit funding for such sectors. In 2024, the Bank's assessment of loans to high-emitting sectors were guided by the standard requirements under the sector-specific guidelines of the Nigerian Sustainable Banking Principles. For example, transactions within Oil & Gas, Power and Agriculture attract careful and detailed E&S risk assessment to ensure required action plans are embedded in the decision-making process. By refocusing capital towards more sustainable sectors, we continue to strengthen our environmental stewardship while advancing long-term value creation for stakeholders. This reaffirms our commitment to drive sustainable economic growth and contribute meaningfully to a sustainable future.

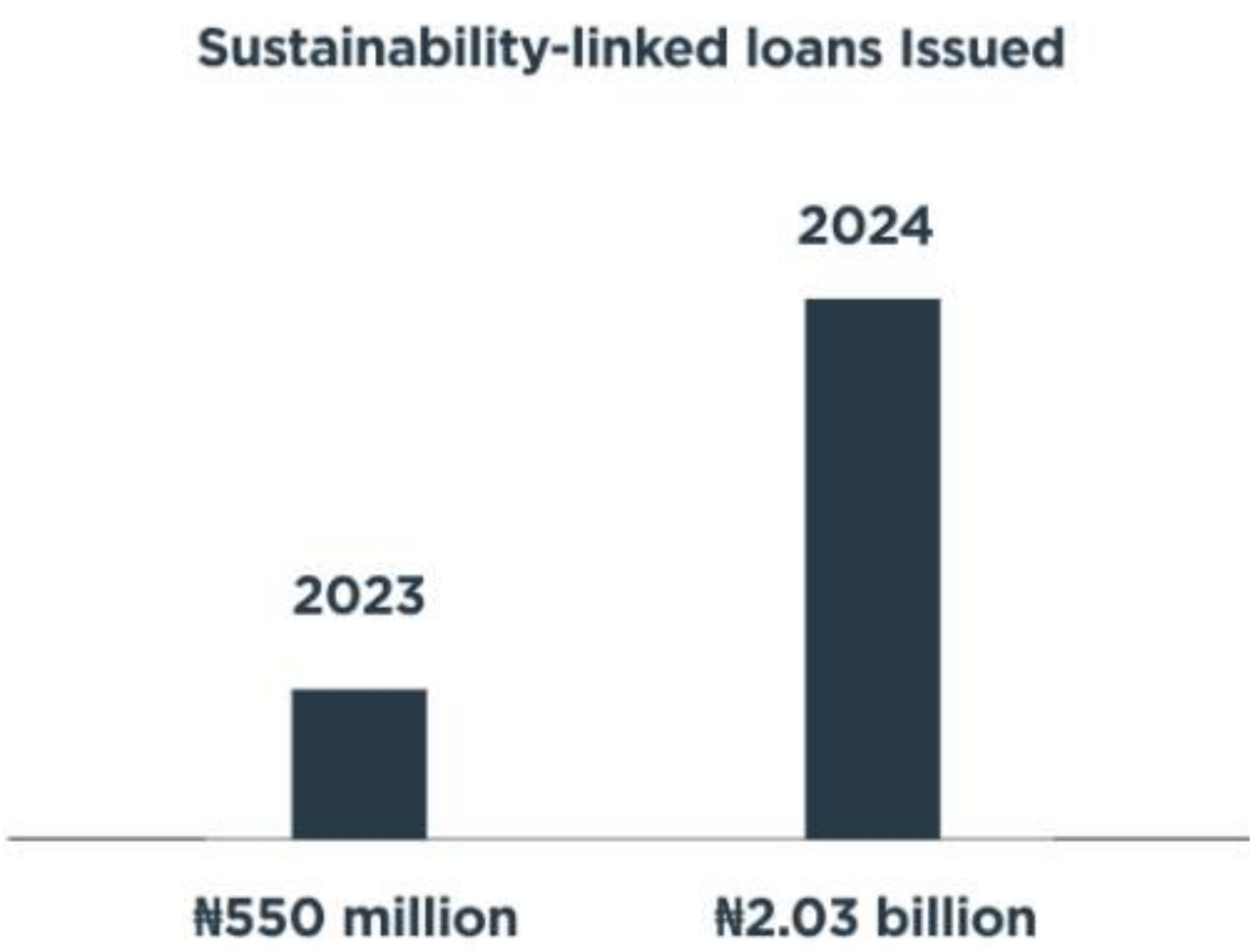


Having recognised the need to strengthen internal capacity, the Bank organised several training sessions in the reporting years for its credit risk officers. The objective of these trainings was to build their capacity on sustainability principles and E&S risk assessment while integrating ESG considerations into credit decision-making. This has helped in advancing sustainable lending and investment across the Bank, ensuring that credit decisions align with the Bank's sustainability commitment.

Operating Sustainably

Sustainable Finance

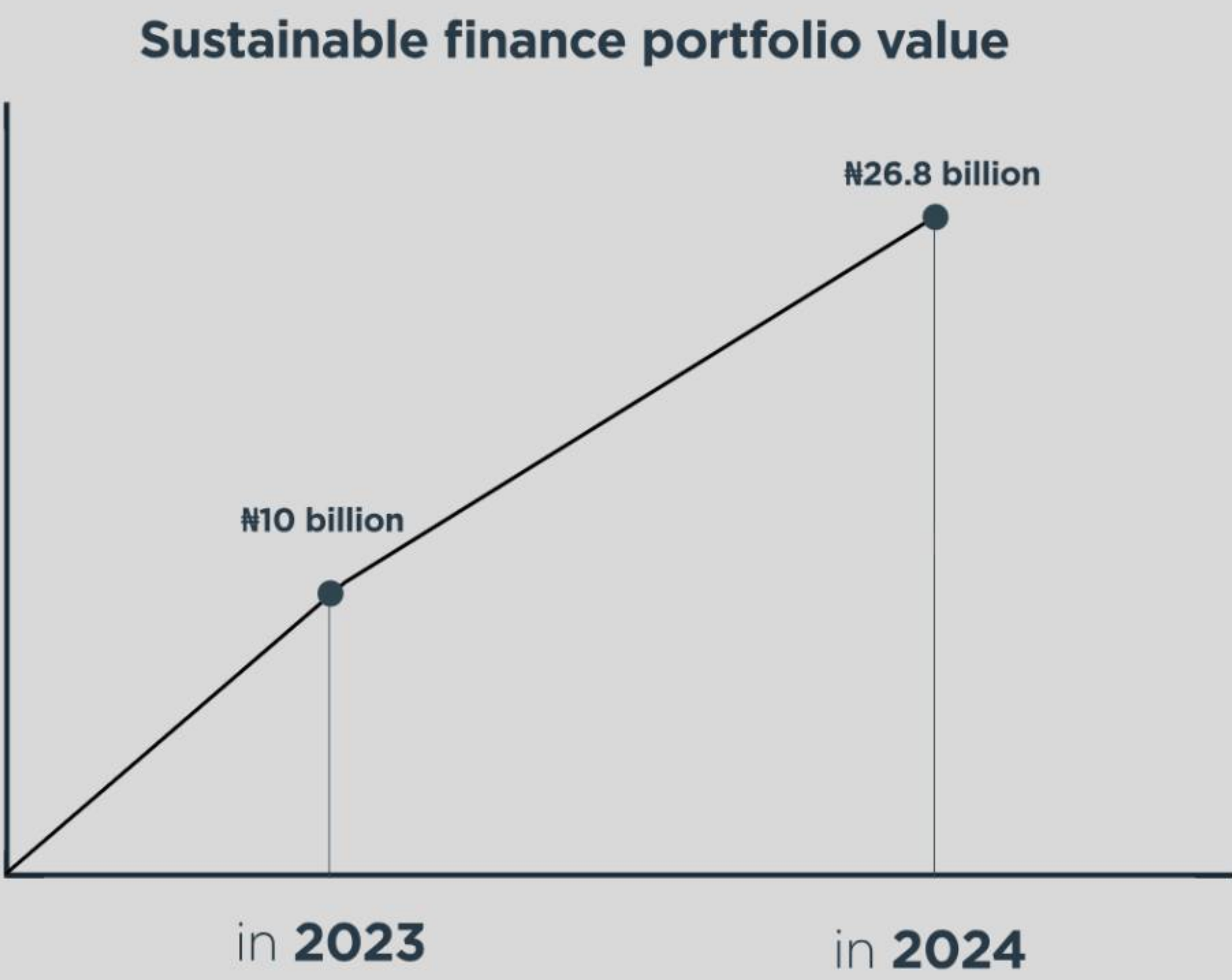
We prioritise sustainable finance as an important component of our strategy for promoting a more inclusive and environmentally responsible economy. During the reporting period, we introduced new products promoting sustainable finance, including the Regal Health Product. We have also invested in innovation and internal capacity building by organising targeted training and seminars for the relevant teams within the Bank. This has enhanced our ability to structure sustainability-focused transactions.



In 2024, there was a 270% increase in the amount of sustainability-linked loans issued by the Bank. This shows the commitment of the Bank in promoting sustainability through its financing activities. Through our strategy financing, we are able to encourage environmentally and socially responsible business operations while discouraging business activities that are not aligned with the sustainability goal of the Bank and the broader national and global sustainability goals.

ProvidusBank actively finances projects and businesses that support environmental and social sustainability. This includes renewable energy financing solutions and women-focused lending facilities, which enable us to direct funding into sectors with limited sustainability risks. These strategic efforts have translated into tangible growth for the Bank.

In 2024, our sustainable finance portfolio significantly increased by 270% from **₦10 billion** in 2023 to **₦26.8 billion** in 2024, reflecting a notable growth in our ability to support sustainable and inclusive economic activities. This substantial growth not only reflects the rising demand for sustainability-linked financing by businesses but also shows the Bank’s increased capacity to structure, monitor, and report on such funding.



Operating Sustainably

Sustainable Resource Management

The Bank considers sustainable resource management as critical to its Business, for operational efficiency, alignment with leading practices, and cost-saving. ProvidusBank recognises that the responsible use of resources is critical both for our environmental objectives and long-term business resilience. The Administrative and Operational Support team within the Bank is in charge of resource management – Waste, Energy, and Water Management within the Bank.

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In 2024, there was a 17% decrease in the amount of waste generated compared to 2023. This reduction helped prevent potential waste-related risks, including environmental pollution, Health and Safety hazards, and regulatory sanctions due to non-compliance with waste-related regulations. This reflects our continued progress in our journey towards sustainable resource management and underscores our commitment to proper waste management practices, responsible banking, and environmental stewardship.

In the reporting year, the Bank’s total energy consumption from the national grid rose from to 10,188,637.50 MWh to 22,792,405.93 MWh due to expansion of the Bank with three (3) new branches in the reporting year and a more stable energy supply.



In 2024, we recorded a total water consumption of 18,768,579 litres, compared to 17,333,159 litres in 2023 due to an expansion of the Bank’s branch network. The Bank relies on borehole water, which is processed through a water treatment plant without disrupting water availability for the surrounding community and environment.



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Indicators	2023	2024
Total amount of energy consumed (MWh)	10,188,637.50	22,792,405.93
Percentage of energy consumed that was supplied from grid electricity (%)	17	37

To further reduce our waste generation and minimise the Bank’s environmental footprint, we intend to implement initiatives to reduce paper usage across our operations. Through the digitisation of the Bank’s processes, customer transactions, and document management system, the Bank aims to significantly reduce reliance on physical paper use.

Conclusion

This High-Level Sustainability Report provides a clear picture of where ProvidusBank stands today in its sustainability journey and the foundations we are building for the future. As a financial institution, we understand that we play a critical role in directing attention and efforts towards promoting sustainable practices. We also understand that sustainability is not a stand-alone concept but an interrelated concept that is intrinsically relevant to the way we do business. This understanding forms the basis for strengthening our governance, enhancing risk management, and integrating sustainability more deliberately across our activities. Through the data gathered, the frameworks reviewed, and our materiality assessment, we have identified the ESG issues most critical to our operations, our stakeholders, and the long-term resilience of our business.

In the integration of sustainability into our business practices, we were able to make some progress in the reporting year, which includes:

- Reducing employee turnover rate by 45% Training 100% of employees on business continuity or crisis response.
- Assessing 100% of the Bank's operations and high-risk business units for anti-corruption risks.

As we progress, we remain guided by our vision of becoming a more resilient, responsible, and future-ready institution. Our path forward will be guided by collaboration, innovation, and a long-term perspective, ensuring that we remain responsive to emerging risks, evolving stakeholder needs, and the changing sustainability landscape. With these efforts, ProvidusBank is positioning itself to deliver shared value, strengthen stakeholder confidence, and contribute meaningfully to a more sustainable and inclusive future.

Appendix



Glossary

AI	Artificial Intelligence	HRM	Human Resource Management
AML	Anti-Money Laundering	HSE	Health, Safety, and Environment
ATM	Automated Teller Machine	ICAAP	Internal Capital Adequacy Assessment Process
BRMC	Board Risk Management Committee	IFRS	International Financial Reporting Standards
CBN	Central Bank of Nigeria	ISO	International Organisation for Standardisation
CEO	Chief Executive Officer	IT	Information Technology
CRM	Customer Relationship Management	ITSD	Information Technology Service Desk
CRO	Chief Risk Officer	KPI	Key Performance Indicator
CSAT	Customer Satisfaction	KRI	Key Risk Indicator
CSR	Corporate Social Responsibility	KSS	Knowledge Sharing Session
CTI	Cybersecurity Threat Intelligence	KYC	Know Your Customer
DEI	Diversity, Equity, and Inclusion	MDM	Mobile Device Management
DLP	Data Loss Prevention	MSME	Micro, Small, and Medium Enterprise
E&S	Environmental and Social	MW	Megawatt
ESG	Environmental, Social, and Governance	NDIC	Nigerian Deposit Insurance Corporation
FRC	Financial Reporting Council	NDPA	Nigeria Data Protection Act
FRCN	Financial Reporting Council of Nigeria	NGO	Non-Governmental Organization
GHG	Greenhouse Gas	NGX	Nigerian Exchange Group
GRI	Global Reporting Initiative	NPS	Net Promoter Score
G-SIB	Global Systemically Important Bank		
HR	Human Resources		

Glossary

NSBP	Nigeria Sustainable Banking Principles
ODS	Ozone Depleting Substances
OHS	Occupational Health and Safety
OHSMS	Occupational Health and Safety Management System
POS	Point of Sale
PRB	Principles for Responsible Banking
PSC	Public Sector Commission
SASB	Sustainability Accounting Standards Board
SDG	Sustainable Development Goal
SEC	Securities and Exchange Commission
SEMS	Social and Environmental Management System
SIEM	Security Information and Event Management
SLA	Service Level Agreement
SME	Small and Medium-sized Enterprise
SOP	Standard Operating Procedure
UNEP-FI	United Nations Environment Programme Finance Initiative
UNGC	United Nations Global Compact
UNGP	United Nations Guiding Principles on Business and Human Rights
UNSDG	United Nations Sustainable Development Goals

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	101-4: Identification of biodiversity impacts	Not Available	Not Applicable
	101-5: Locations with biodiversity impacts	Not Available	Not Applicable
	101-6: Direct drivers of biodiversity loss	Not Available	Not Applicable
	101-7: Changes to the state of biodiversity	Not Available	Not Applicable
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GRI 201: Economic Performance 2016	201-4 Financial assistance received from government	Not Available	Not Applicable
	201-2: Financial implications and other risks and opportunities due to climate change	Not Available	Not Applicable
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	201-4 Financial assistance received from government	Not Available	Not Applicable
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	308-2: Negative environmental impacts in the supply chain and actions taken	Not Available	Not Applicable
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 45
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Metrics & Targets: Investing in our People and Communities – Workplace Diversity and Equity	Page 46
	401-3 Parental leave	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 45
GRI 402: Labor / Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Not Available	Not Applicable
GRI 403: Occupational Health and Safety 2018	403-1:Occupational health and safety management system	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 44
	403-2: Hazard identification, risk assessment, and incident investigation	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 44
	403-3: Occupational health services	Not Available	Not Applicable
	403-4: Worker participation, consultation, and communication on occupational health and safety	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 44

GRI 403: Occupational Health and Safety 2018 (Cont'd)	403-5: Worker training on occupational health and safety	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 44
	403-6: Promotion of worker health	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 44
	403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 44
	403-8: Workers covered by an occupational health and safety management system	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 44
	403-9: Work-related injuries	Not Available	Not Applicable
	403-10: Work-related ill health	Not Available	Not Applicable
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Not Available	Not Applicable
	404-2 Programs for upgrading employee skills and transition assistance programs	Not Available	Not Applicable
	404-3 Percentage of employees receiving regular performance and career development reviews	Metrics & Targets: Investing in our People and Communities – Human Capital Management	Page 44
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Metrics & Targets: Investing in our People and Communities – Workplace Diversity and Equity	Page 46
	405-2 Ratio of basic salary and remuneration	Not Available	Not Applicable
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	Not Available	Not Applicable
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Metrics & Targets: Investing in our People and Communities – Community Impact	Page 47
	413-2 Operations with significant actual and potential negative impacts on local communities	Not Available	Not Applicable
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Not Available	Not Applicable
GRI 415: Public Policy 2016	415-1 Political contributions	Not Available	Not Applicable
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Not Available	Not Applicable