

BAYPORT

From Commitment to **Impact**

ESG Report Mozambique 2025





Financial literacy activity delivered to students of
Matola Primary School, in commemoration of
Savings Month celebrated in October 2025





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Glossary & Abbreviations

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Term / Definition	Definition
2X Challenge	International benchmark criteria for promoting women's financial and economic inclusion
Banking Agent	Authorized organization to promote selected banking services on behalf of Bayport
BCP	Business Continuity Plan
Client Protection Certification (MFR Gold)	International Gold-level certification awarded by Microfinance Rating (MFR)
EBITDA	Earnings Before Interest, Taxes, Depreciation and Amortisation
EDR	Endpoint Detection and Response: Cybersecurity technology solution that continuously monitors end-user devices (computers, servers) to detect and respond to security threats in real time
eNPS	Employee Net Promoter Score: A metric that measures the level of employee satisfaction and engagement with the organisation, based on the likelihood of recommending the company as a place to work
ESG	Environmental, Social and Governance
EthicsPoint / NAVEX	Confidential reporting platform (whistleblowing)
GHG	Greenhouse Gases
IFRS S1 e IFRS S2	International Sustainability Financial Reporting Standards issued by the ISSB (International Sustainability Standards Board)
IMMS	Impact Measurement and Management System.

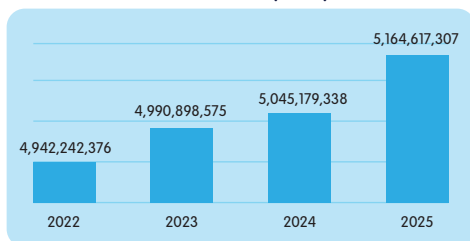
Term / Definition	Definition
IVR	Interactive Voice Response
KYC	Know Your Customer: Regulatory process for verifying the identity of clients
MDR	Managed Detection and Response: Managed cybersecurity threat detection and response service
MZN	Mozambican Metical
NPAT	Net Profit After Tax
NPS	Net Promoter Score
PAYE	Pay As You Earn: Source withholding system for income tax on employees' earnings
ROIC	Return on Invested Capital
SDGs	Sustainable Development Goals (SDGs) established by the United Nations in 2015
TAT	Turnaround Time: The time taken to resolve or process a request or complaint
tCO₂e	Tonnes of CO ₂ equivalent: Unit of measurement used to quantify greenhouse gas emissions
VMG	Vulnerability Management Group: Team responsible for identifying, assessing, and remediating technical cybersecurity vulnerabilities
Voluntary Attrition	Refers to the departure of employees from an organization by their own choice, as opposed to being laid off or terminated



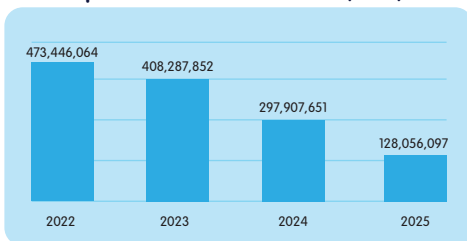
Bayport in Numbers

Our Business

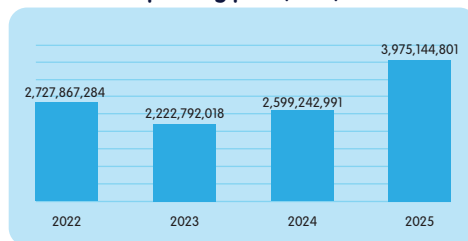
Revenue(MZN)



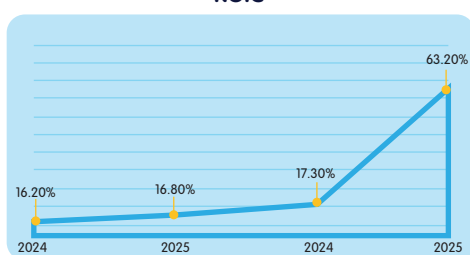
Impairment of financial assets(MZN)



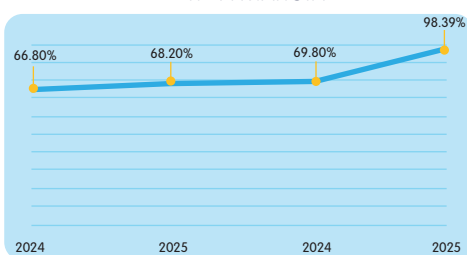
Operating profit(MZN)



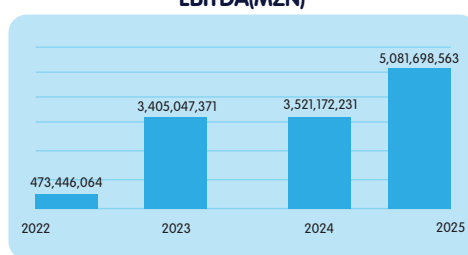
ROIC



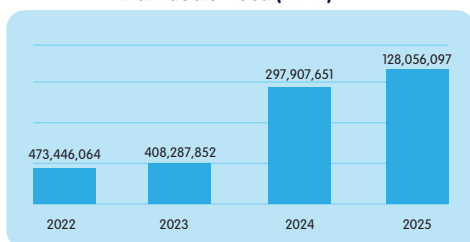
EBITDA MARGIN



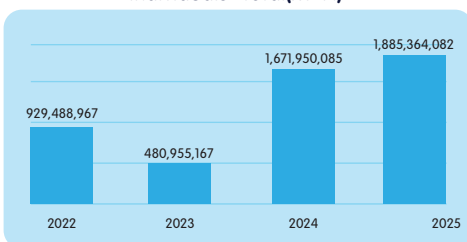
EBITDA(MZN)



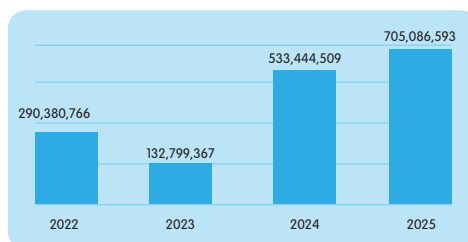
Payment to supplier organizations and individuals- local(MZN)



Payment to supplier organizations and individuals- total(MZN)



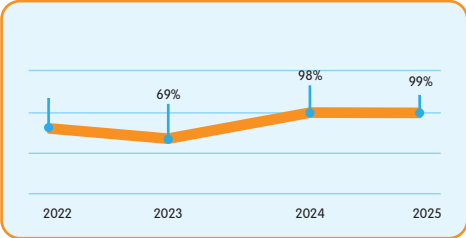
Taxes/ payment to government(MZN)



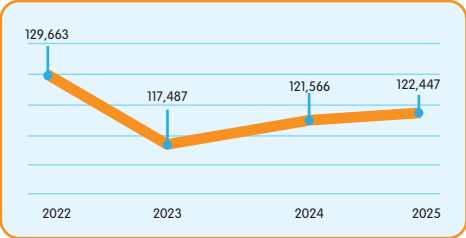
Matola branch

Our Customers

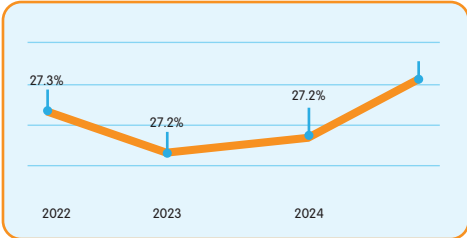
Digitally originated loans



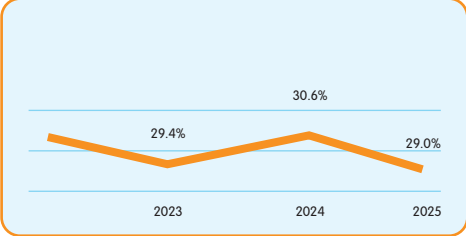
Individual customers



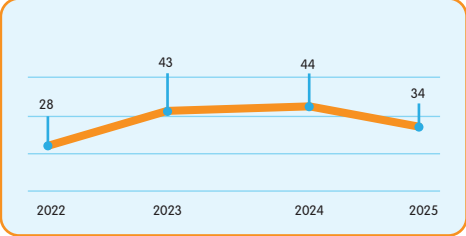
Female customers on loan book



Loans originated by women



Net promoter income

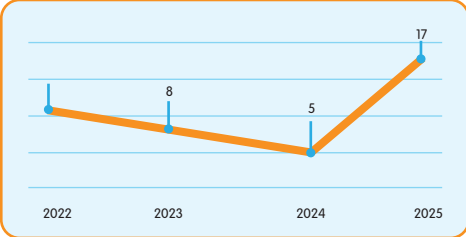


Client protection certification

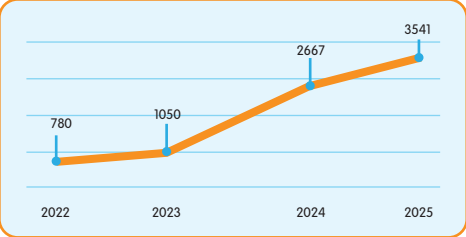
2025



Number of CSI initiatives



CSI beneficiaries per year

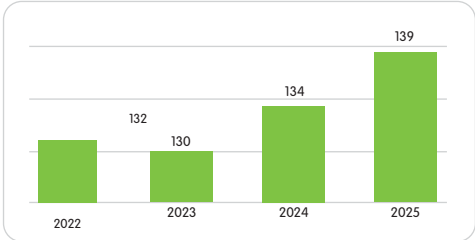


Bayport Banking Agent with digital device used for loans submission to customers

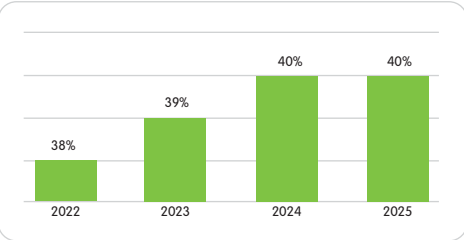
Bayport in Numbers

Our People

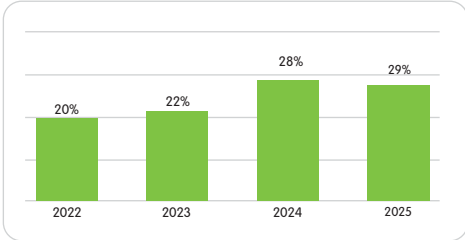
Employees



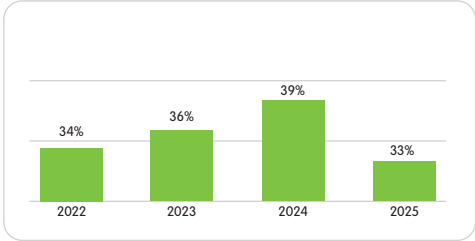
Female employees



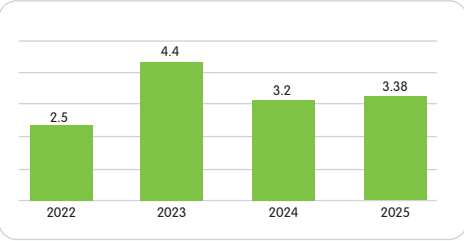
Female board members



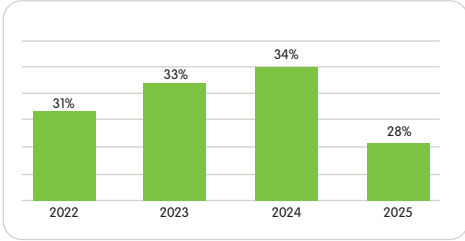
Female in middle management



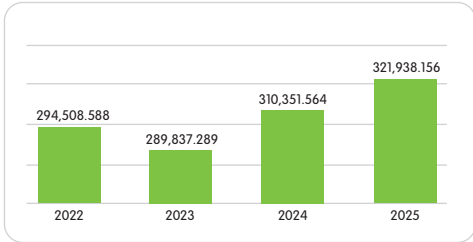
Average training hours per employee



Female front-line sales force



Payment to front line sales force(MZN)



Bayporters celebrating Labour Day



Bayporters celebrating Mozambican Women's Day



Our ESG Report



Company overview

Bayport Financial Services Moçambique (Mcb) S.A. operates as a licensed financial institution, whose ultimate parent company is Bayport Management Ltd (BML) - a privately held group with a clear mission: expanding access to financial services in emerging markets.

Since launching in 2012, Bayport Mozambique microbank, with 11 branches, 139 employees and more than 300 banking agents across the country. The microbank focuses primarily on civil servants, providing straightforward credit and savings products to people who have historically been underserved by conventional banking institutions.

At the heart of everything we do is a commitment to responsible lending, putting our customers first, and using smart digital tools - all guided by a firm ethical foundation.

The Bayport way



Our Mission:

We exist to make financial services work for everyone. Our mission is to deliver meaningful, accessible financial solutions to a wide and diverse customer base - driven by a spirit of innovation, a commitment to product excellence, and the smart use of technology to position ourselves among the foremost financial services providers in developing markets.



Our Vision:

Is equally ambitious: to become the most trusted and valued financial brand in the markets we serve, by continuously offering a relevant, well-rounded suite of solutions that genuinely meet our customers where they are.



What we stand for:

Our values aren't just words on a wall, they shape how we show up for our customers, our colleagues, and the communities we call home. Every person at Bayport carries these principles into their work, from the smallest interaction to the biggest decision.

- ✓ **Empowerment:** We give our customers the financial tools and knowledge they need to take control of their futures, one step at a time.
- ✓ **Responsibility:** We lend with care and integrity, making sure every solution we offer is one our customers can genuinely afford and benefit from.
- ✓ **Innovation:** We continuously look for smarter, faster ways to serve our customers - because they deserve solutions that keep up with their lives.

- ✓ **Simplicity:** We cut through the complexity financial services, so our customers always know exactly what they're getting, with no surprises.
- ✓ **Partnership:** We see every customer as a long-term relationship, not a transaction - growing alongside them and earning their trust over time.
- ✓ **Relevance:** We listen, adapt, and evolve to make sure what we offer truly reflects the real needs of the people we serve.

Our ESG foundation

why ESG matters to our business model

At Bayport, ESG is not a standalone initiative, it is embedded in the way we do business. Our commitment to Environmental, Social, and Governance principles is directly aligned with our vision of delivering inclusive financial solutions, our mission to empower underserved communities, and our values of integrity, accountability, and customer-centricity.

Driving Inclusive Growth (Social):

Our business model is built on expanding access to credit for individuals who are often excluded from traditional banking systems. By promoting responsible lending, financial literacy, and customer protection, we contribute to meaningful socio-economic development. ESG strengthens our ability to create long-term value for customers, ensuring that financial inclusion translates into real, sustainable impact.

Strengthening Trust and Resilience (Governance):

Strong governance is central to our operations. Through robust risk management, ethical conduct, and regulatory compliance, we safeguard our stakeholders and maintain the trust that underpins our business.



Our ESG Report

Strengthening Trust and Resilience (Governance): (Continuação)

ESG enhances transparency, reinforces accountability, and ensures that we operate with the highest standards of integrity across all levels of the organisation.

Managing Environmental Responsibility (Environmental):

While our environmental footprint is relatively low, we recognise our responsibility to operate sustainably. We are committed to improving resource efficiency, raising awareness, and integrating environmentally practices into our responsible operations decision-making processes.

Reporting framework and disclosure:

This 2025 ESG Report demonstrates the consolidation of our ESG actions and strategy implemented throughout 2025, with a focus on its tangible impact, as reflected through the GRI framework.

Scope:

This report covers the ESG activities of Bayport Financial Services Moçambique (Mcb) S.A. for the period from 1 January 2025 to 31 December 2025. It reflects the performance of our head office, our 11 branches, and our sales operations across all provinces.

Bayport Mozambique operates within the Mozambican regulatory framework and follows ESG guidelines aligned with the standards of Bayport Management Ltd (BML). All data and narratives represent our performance at a national level.

Reporting Framework and Disclosures (GRI): The same as we did for the 2024 ESG report, this report has been prepared with reference to the Global Reporting Initiative (GRI) Standards, presented in detail on page 63

IFRS Foundation Sustainability Disclosure Standards (IFRS S1 and IFRS S2) were fully integrated into the Audited Financial Statements for the year ended 31 December 2025.

Our contribution to the UN Sustainable Development Goals (SDGs) impacted in the following areas:



Message from the Chairperson



“From Commitment to Impact”, this is not merely the theme of our 2025 report. It is the story of Bayport Mozambique “

**Grant Kurland, Chairman of
Bayport Financial Services
Mozambique (Mcb), S.A.**

In 2025, Bayport Mozambique demonstrated that a responsible business can also be a high-performing one. Our revenue grew to MZN 5.16 billion, our EBITDA margin reached its strongest levels yet, and our ROIC surged from 17.30% to 63.20%, proof that our disciplined, customer-centric model is working.

But what I am most proud of is not captured in any financial statement. It is the 3,54 community members reached through our CSI programmes. It is the 122,447 individuals who have access to credit---many for the first time. It is the 99% of loans originated digitally, removing barriers that once made financial access a privilege of geography and proximity.

The Board has remained deeply engaged in ESG governance throughout the year. We have strengthened our policy framework, introducing a Climate Risk Management Policy aligned with Notice No. 6/GBM/2025, updating our ESG and Third-Party Engagement formalising our approach Policies, to and Impact .

Measurement and Management. These are not compliance exercises. They are the architecture of a durable institution.

We remain committed to the principles that founded this business: financial services that are transparent, accessible, and genuinely beneficial to the people we serve. That commitment is reflected in our Gold Client Protection Certification, our 100% compliance record, and our growing investment in the communities that trust us.

To our customers, our people, our partners, and our shareholders, thank you. The work ahead is ambitious, and we are ready for it.



Our ESG Report

Message from the CEO



“Our performance reflects disciplined growth. Our purpose is measured by the value we create for people and communities”

Bene Machatine, Chief Executive Officer, of Bayport Financial Services Mozambique (Mcb), S.A.

2025 was a year of meaningful progress marked by strong financial performance, enhanced governance, and a deeper contribution to sustainable and inclusive growth.

As I reflect on where we stand, it's clear that our progress has been driven not only by disciplined execution, but also by deliberate commitment to creating long-term value for our stakeholders.

Our financial results were exceptional, underpinned by sustainable revenue growth, improved operational efficiency, and a stronger contribution to public revenues. At the same time, our commitment to the domestic economy deepened, was reinforced through the significant share of supplier payments directed to local businesses. This reflects our broader belief that commercial success must be accompanied by measurable value creation for the communities in which we operate.

Operationally, we achieved an important strategic milestone, with nearly all loans now

originated digitally. Beyond its efficiency benefits, this progress represents a significant advance in financial inclusion, enabling customers in remote communities such as Mecula, Chiuta, Nicoadala, Buzi, and Chicualacuala to access essential financial services with greater convenience, without transaction costs and improved dignity of access.

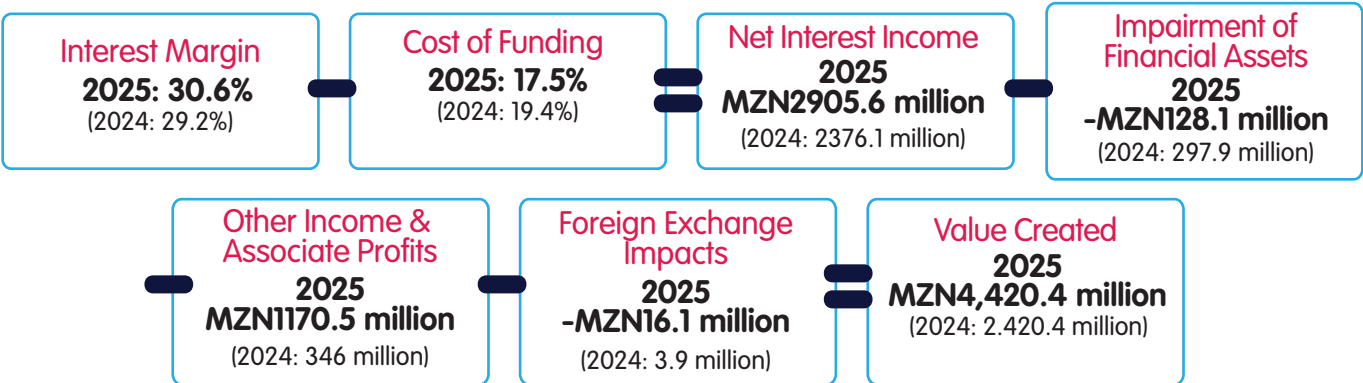
Our CSI investment increased more than sevenfold, reaching **3,541** beneficiaries through 17 initiatives in education, health, and community development. This expanded investment reflects our intention to resources where they can generate meaningful social outcomes. Equally, the dedication of our **139** employees and more than **300** banking agents remained central to our delivery, demonstrating resilience, professionalism, and commitment throughout the year.

As we look ahead to 2026, we do so with a clear sense of purpose, a stronger governance platform, and an ESG strategy that is increasingly

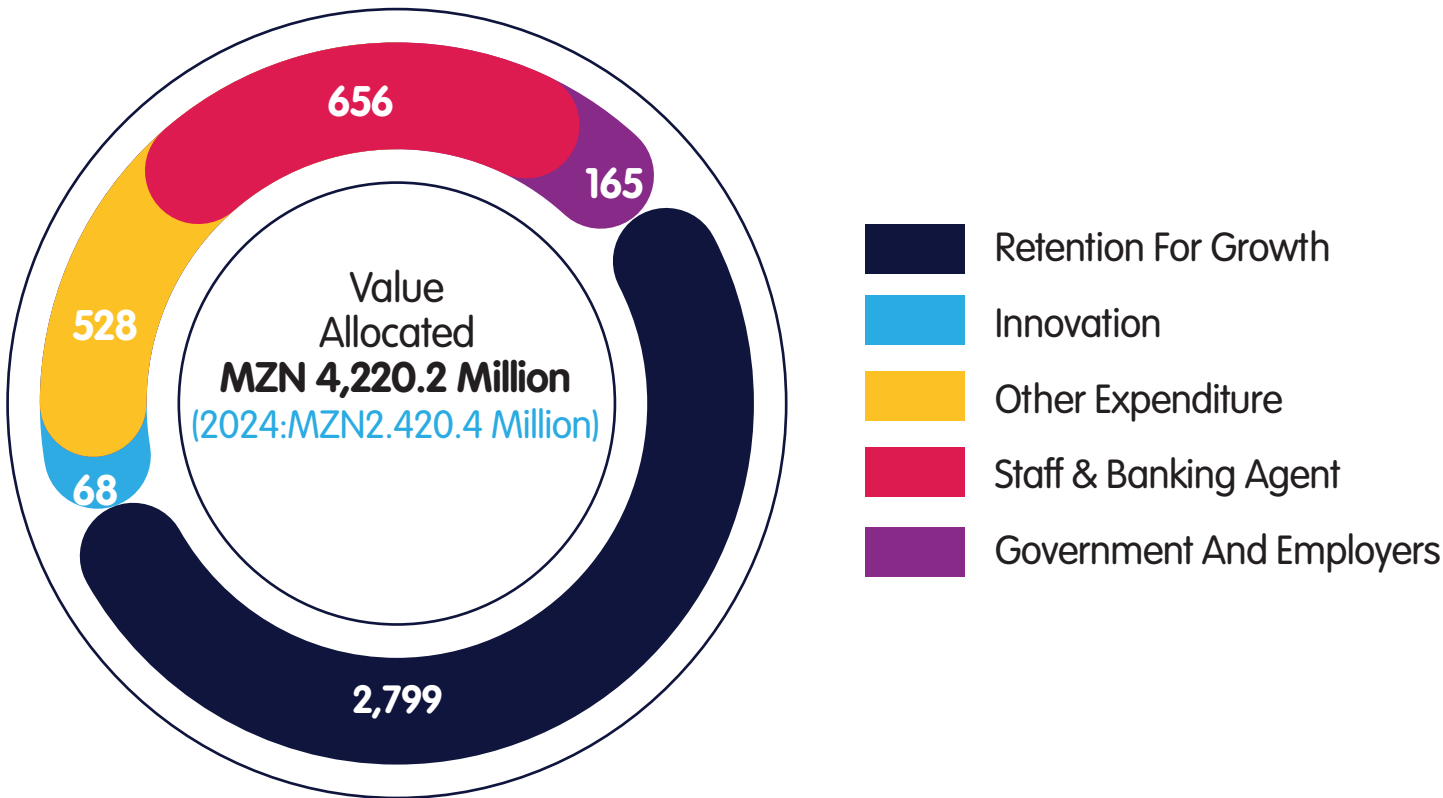
We are focused on sustain performance, deepening customer trust, broadening access, and reinforcing the resilience of our institution. Bayport Mozambique remains committed to responsible growth and to delivering enduring value for customer, employees, shareholders, regulators and the communities we serve.

How we manage the value we create

We create value:



We allocate the value we create



Governance & ESG oversight

During 2025, ESG activities became significantly more robust, structured, and impact-driven, supported by key enhancements to our governance framework. This included the update of our ESG Policy, the introduction of the Impact Measurement and Management System Framework (I MMS), the formalisation of our Financial Education Policy, the proposed implementation of a Climate Risk Policy, and the update of our Third-Party Engagement Policy.

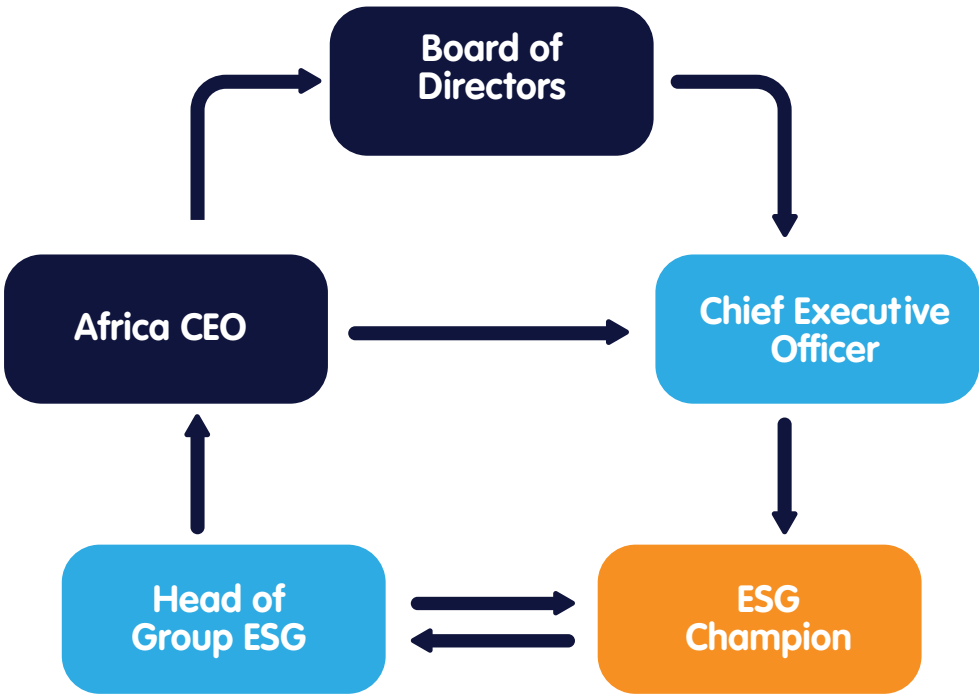
These developments have materially strengthened ESG governance across Bayport. The updated ESG Policy provides clearer strategic direction, defined roles and responsibilities, and stronger alignment with international best practices. The introduction of IMMS enables a more systematic approach to measuring, managing, and reporting impact, ensuring that our initiatives are not only implemented but also deliver measurable and meaningful outcomes.

The Financial Education Policy reinforces our commitment to responsible customer engagement, equipping clients with the knowledge to make informed financial decisions, ultimately enhancing customer satisfaction and long-term trust. The proposed climate Risk Policy reflects our proactive approach to identifying and managing emerging environmental risks, strengthening resilience and forward-looking risk management.

Furthermore, the updated Third-Party Engagement Policy enhances due diligence, ethical standards, and accountability across our value chain, ensuring that partners and service providers align with our ESG principles.

Collectively, these policy advancements embed ESG more deeply into our decision-making processes, strengthen oversight and accountability, and position Bayport to deliver consistent, transparent, and sustainable value to our customers and stakeholders.

The structure and composition of ESG governance remained unchanged:



Bayport Mozambique's ESG governance model, embedded in our culture and business model, ensures accountability from the Board of Directors through to operational teams.

Materiality Assessment and ESG pillars

Bayport Mozambique's ESG is guided by three main pillars: our business, our customers and our people, through continuous approach and adherence to the following elements:

- The Bayport Group ESG Policy;
- The United Nations Sustainable Development Goals (SDGs);
- The 2X Challenge criteria for promoting gender inclusion;
- ESG governance frameworks and Bayport Mozambique performance targets;
- Applicable Mozambican and international ESG regulations.

PILLAR	MATERIAL ISSUE	SUCCESS METRIC
OUR BUSINESS	Management of the legal and regulatory environment	Zero compliance violations and regulatory penalties
	Bribery and Corruption	Zero EthicsPoints cases founded against Bayport closed
	Critical Incident Risk Management & Systemic Risk Management	100% Implementation of BCP & BCM plan 100% Implementation of Customer Disaster Assistance Policy
	Tax	Zero tax compliance violations and penalties
	Materials Sourcing and Efficiency	100% digitalization Procurement process
	Public Policy	Quarterly engagements with SIMO, AMB, BVM
	Business Model Resilience	100% implementation of self-origination channels
	Market Presence	CSI: number of initiatives - minimum of 12 per year
	Business Ethics	CSI: number of beneficiaries - minimum of 3.000 per year
	Indirect Economic Impacts & Human Rights and Community Relations	≥100% Implementation and acknowledgement of Code of Conduct
OUR CUSTOMER	Customer Privacy & Data Security	Zero privacy breaches reported per year
	Access & Affordability	Service through digital channels
	Selling Practices & Product Labelling	Reported unauthorized use of Bayport's brand to be removed within 5 days
	Client/ Customer protection & Customer Welfare	Maintain Gold MFR Client Protection Certification
	Product Quality & Safety & Product Design & Lifecycle Management	Improvement in the Net Promoter Score (NPS)
	Consumer financial wellness	≥80% Module completion on the Financial Wellness Portal Quarterly physical financial literacy forums delivered to entities
OUR PEOPLE	Employee engagement	Quarterly Town hall open to all staff ≥10 eNPS score
	Employee Health & Safety	Zero job incidents, injuries and fatalities
	Employee Training and Education	≥4 average training hours per employee per quarter
	Diversity, Equity, Inclusion & Discrimination	Improvement Gender representation (alignment with the 2X challenge)
	Labour Practices	Ensure 100% alignment with local labour practices and regulations



Governance & ESG oversight

Measuring ESG impact

Our ESG Key Performance Indicators (KPIs) are strategically aligned with our overall ESG strategy and approved ESG action plan for 2025. These indicators provide a clear framework for tracking progress across our three focus areas and pillars: our business, our customers, and our people. These are monitored and presented to Executive Management monthly and to the Bayport Group on a quarterly basis.

ESG Metrics	Target	FY 2023	FY 2024	FY 2025
NPS				
NPS Score (external)	Must be positive and meet or exceed previous score.	43	44	33
NPS Score (internal)	Must be positive and meet or exceed previous score.	50	65	67
Voluntary Attrition				
• Executive Management	0 (Number)	0	0	0
• Middle Management	<10%	0.9%	1%	0.5%
• General Staff	<15%	2.5%	1%	1%
Gender Diversity				
Gender Diversity (% female) - Total (Permanent + Contracted)	≥40%	39%	40%	40%
Gender Diversity (% female) - Senior Management	≥40%	36%	39%	39%
Gender Diversity (% female) - Board	≥30%	22%	28%	29%
% of women on loan book	≥30%	27%	27%	27%
% of loans originated by women	≥30%	29%	31%	29%
Others				
Employee Engagement (# of townhalls open to all staff)	4	4	4	5
Employer Engagement (number of executive engagements)	4	39	27	68
Regulatory Engagement (number)	2	9	9	9
Staff Training (average hours per employee)	4hr / year	4.4	3	3
CSI - Number of initiatives	4	9	5	14
Funder Engagement	4	20	32	25
Waste recycling (HO)	≥200kgs/year	195	181	595
Scope 1 GHG emissions	<80 TCO2eq / year	-	58	81
Scope 2 GHG emissions		-	17	27
Water consumption in HO (m3)	<450L	-	344	254
Paper consumption (reams)	<380 reams	-	978	822

Table key: ■ Significantly achieved ■ Achieved ■ Not Achieved ■ No data



The Maxixe branch was renovated in 2025 to provide a more comfortable environment and a more efficient service, reinforcing Bayport's commitment to accessible, quality financial services to our customers.



Pillar I – Our Business

“Sustainable business, measurable impact”

2025 highlights

- Zero reported security breaches, cyber incidents, or regulatory violations
- Zero C-rated assessments or Blue Dot findings
- Investors presentation for 2024 financial results
- Stakeholder engagement increased by 67.59%
- Increased female board representation to 29% (↑ from 28% in 2024)
- Strong commitment to the local economy, with 87.96% of total payments made to local suppliers
- 97% waste recovered for recycling (paper, plastic bottles, cans)

Material topics

Material issue	Key area of impact	Sustainable Development Goal (SDG)	How we create impact	Strategic KPIs	2025	2030 Target
Legal and regulatory environment	Regulatory compliance	Goal 16.3 - Promote the rule of law and ensure equal access to justice for all	We ensure ethical conduct and build trust with customers and stakeholders by adhering to laws and regulations. In doing so, we promote financial stability, consumer protection and long-term sustainability, positively influencing the communities we serve and fostering a secure and responsible financial environment.	Compliance violations and regulatory penalties Staff completing regulatory required training	0 ≥98%	0 ≥98%
Bribery and corruption	Good governance	Goal 16.5 - Substantially reduce corruption and bribery	Our anti-bribery and corruption programs mitigate societal impacts and promote transparency, accountability and ethical practices.	EthicsPoints cases founded against Bayport Anti-bribery and Corruption training completion	0 ≥98%	0 ≥98%
Stakeholder transparency	Transparent reporting	Goal 12.6 - Encourage companies to adopt sustainable practices and to integrate sustainability information into their reporting cycle	We foster trust with stakeholders and ensure accountability. Clear and honest communication enhances transparency, enables informed decision-making and reinforces our commitment to ethical practices and responsible financial management.	Annual Stakeholder Financial results presentation Number of funder engagements	100% Quarterly-25	100% Quarterly

Material issue	Key area of impact	Sustainable Development Goal (SDG)	How we create impact	Strategic KPIs	2025	2030 Target
Governance structures	Good governance	Goal 5.5 - Ensure women's full and effective participation and equal opportunities for leadership at all levels Goal 16.6 - Develop effective, accountable and transparent institutions at all levels	<i>Through rigorous oversight, we build trust, enhance our reputation and foster investor contributes to a environment that ultimately promotes sustainable development within the communities we serve.</i>	C-rated audit reports % of female board members % of independent board members Board meeting attendance Biennial board member training Annual board evaluations Board member evaluation Participation rate Senior Management hired from the local community	0 29% 50% 100% 100% 100% 100% ≥75%	0 ≥30% 50% 100% 100% 100% 100% ≥75%
Business Model Resilience	Sustainable consumption	Target 12.a - Strengthen scientific and technologic capacity to move towards more sustainable patterns of consumption and production Goal 9.a - Facilitate sustainable and resilient infrastructure development by building resilient and accessible financial infrastructure	<i>We are committed to transformative steps toward inclusive and sustainable financial services, by enabling customers to independently initiate and complete banking processes.</i>	Self-origination channels implementation Coverage of banking agents across all districts	NA 46%	100% 90%
Environmental footprint	Sustainable consumption	Goal 12.2 - Achieve the sustainable management and efficient use of natural resources Goal 12.5 - Substantially reduce waste generation through prevention, reduction, recycling and reuse Goal 12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities	<i>We are committed to sustainable consumption behaviour and improving our environmental footprints throughout our operations and amongst our employees</i>	Resource and emissions tracking Implemented waste recycling initiatives Digitalization Procurement process	100% 100% NA	100% 100% 100%



Pillar I – Our Business

Board oversight structure in 2025

Board composition remained unchanged



Female representation



Grant Kurland
Chairman/ Non-Executive Director

Member of the Board of Directors since its creation (2012). Co-founder of Bayport Management Limited (BML) and member of the Board of Directors of several companies, including Bayport Tanzania and Bayport Uganda.



Nothando Ndebele
Non-Executive Director

Member of the Board of Directors since 2021. CEO - Bayport Africa. She was Managing Director and Head of FIG at ABSA and has extensive experience in sell-side research and buy-side asset management in South Africa and London.



Bryan Arlow
Non-Executive Director

Member of the Board of Directors since 2023. Chartered Accountant with experience in the global banking sector. He joined BML in 2004 and, for 11 years, served as BML's CFO. In 2015, he became CEO of Bayport SA and in 2018 he stepped down to resume a leadership role at BML as Group COO.



Ivan Machava
Non-Executive Director

Member of the Board of Directors since 2023. An experienced senior financial manager. He has a degree in Management and a postgraduate degree in Accounting. He studied in Mozambique and Portugal. His relevant experience has been gained in the mining sector, as well as in hotels and real estate.



Suzan Manungo
Non-Executive Director

Member of the Board of Directors since 2024. She is a finance professional with a background in financial operations, management, compliance, and strategic oversight. She holds a degree in Accounting, a Postgraduate degree in Business and Administration, and has worked across telecommunications, energy, and FMCG sectors in both multinational and regional contexts.



Bene Machatine
Executive Director (CEO)

Member of the Board of Directors since 2019. His professional career was spent at Barclays Bank and International Commercial Bank, where he held two positions before joining Bayport as Credit Director and, later, Commercial and Operations Director. He has a degree in Management and a postgraduate degree in Agribusiness.



Ranganai Mubaiwa
Executive Director (CFO)

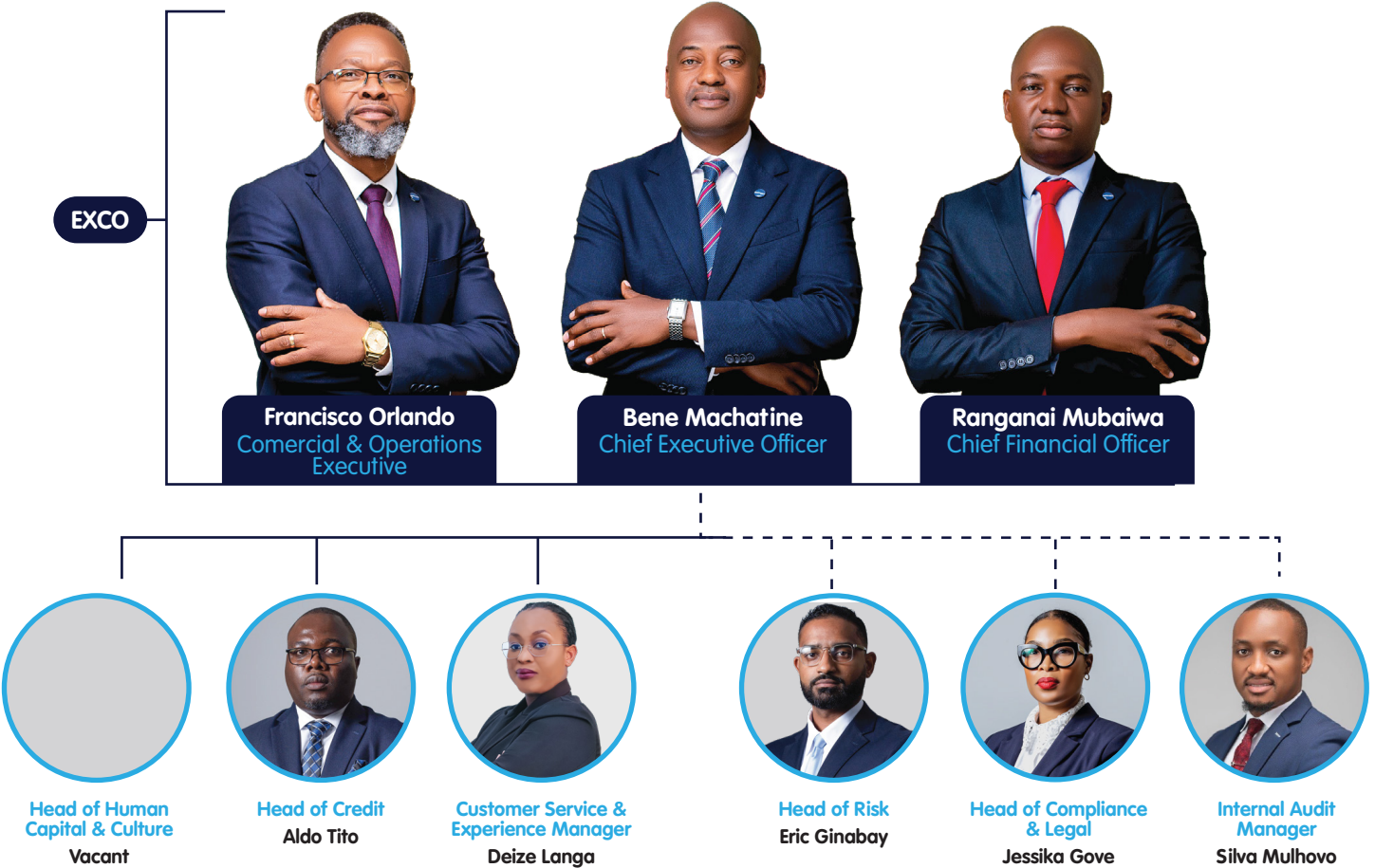
Member of the Board of Directors since 2021. Experienced Chartered Accountant with experience in four African and Caribbean countries as a senior accountant and CFO in various sectors. Trained with KPMG Harare.

Senior management

At the end of **FY2025**, female representation reached



Female representation



Pillar I – Our Business

Compliance management



“We build a proactive compliance culture today that safeguards integrity and responsibility, preparing us to lead responsibly through the risks and expectations of tomorrow.”

Jessika Gove, Head of Compliance & Legal of Bayport Financial Services Moçambique (Mcb), S.A.

Bayport recognizes that long-term sustainable returns depend on robust regulatory alignment and ethical conduct. In 2025, we strengthened our compliance framework by increasing resources dedicated to AML and sustainability-related initiatives. Full compliance with applicable Mozambican laws and international sustainability and reporting standards was maintained, and all policies and procedures continued to be implemented in line with best practice and regularly reviewed.

In 2025, the Compliance Department expanded its training and awareness programs, reinforcing a culture of integrity and responsibility across the organization. Key initiatives included:

- Mandatory training for all staff and Board members, covering, AML and ethical conduct.
- Role-specific workshops, tailored to the specific risk and operational areas of each.
- Thematic awareness campaigns, including the Governance, Risk, and Compliance Week, which promoted the Five Golden Rules for Transparent Credit, reinforcing ethical lending practices, client protection, and a culture of integrity across the organization.

1. Always explain the total cost - including interest, fees, and insurance.
2. Avoid misleading promises - transparency builds trust.
3. Ensure full client understanding of the contract before signing.
4. Treat all clients with respect - professionalism reflects our values.
5. Never pressure clients to sign - decisions must be free and informed.

These initiatives ensured that employees at all levels were equipped to identify, report, and mitigate compliance risks in their daily work, promoting responsible credit practices and transparency in all client interactions.

Bayport's approach to compliance remains preventative and participatory, focusing not only on enforcement but also on capacity-building and early detection, ensuring regulatory risk is minimized and employee conduct aligns with the values and expectations set by the organization. By embedding ESG principles and transparent credit practices into everyday operations, Bayport continues to strengthen trust, reinforce its brand credibility, and contribute to a more equitable and sustainable financial system

SEMANA DE GOVERNANÇA, RISCO E COMPLIANCE

3 a 7 de Novembro de 2025

Cinco Regras de Ouro para um Crédito Transparente

As Cinco Regras de Ouro para um Crédito Transparente representam os princípios fundamentais que orientam a atuação ética e responsável na concessão de crédito do Bayport. O seu propósito é assegurar clareza, respeito e equidade em todas as interações com os clientes, promovendo decisões financeiras conscientes e informadas.

As Cinco Regras de Ouro:

- **Explicar sempre o custo total** – incluindo juros, comissões e seguro.
- **Evitar promessas enganosas** – a transparência é a base da confiança.
- **Garantir que o cliente compreenda plenamente o contrato** - antes de o assinar.
- **Tratar todos os clientes com respeito** – o profissionalismo reflete os nossos valores.
- **Nunca pressionar o cliente a assinar** – a decisão deve ser livre e informada.

A promoção de práticas de crédito transparentes é parte essencial da nossa cultura de Governança, Risco e Compliance. Cada colaborador é responsável por assegurar que os valores da instituição se traduzam em ações concretas no relacionamento com os clientes.

Ao aplicarmos estas regras no dia a dia, reforçamos a credibilidade da marca, fortalecemos a confiança do público e contribuimos para um sistema financeiro mais justo e sustentável.

Transparência, integridade e respeito não são apenas princípios – são compromissos que definem quem somos e como atuamos.

Unidades de Compliance & Legal e Risco

Internal awareness campaign for Governance, Risk and Compliance week

Key Governance Policies (key new policies implemented)

➤ Shareholder Engagement Policy

The Shareholder Engagement Policy establishes a clear framework for how Bayport engages with its shareholders and key stakeholders in a transparent and consistent manner. The policy reinforces the institution's values and governance principles while supporting strategic objectives, effective risk management, market development, and long-term business sustainability. It also promotes responsible stakeholder relationships that strengthen trust, enhance brand reputation, and support the institution's social licence to operate.

➤ Financial Education Policy

The Financial Education Policy establishes the principles and mechanisms through which Bayport promotes financial literacy, ensuring that customers have access to clear, transparent, and accurate information about its products and services. Aligned with the consumer protection requirements of Aviso n. 8/GBM/2021, the policy supports responsible financial decision-making, strengthens customers financial management capabilities, and contributes to a more inclusive and accountable financial system.

➤ Climate Risk Management Policy

The Climate Risk Management Policy establishes a framework for identifying, assessing, managing, monitoring, and reporting climate-related risks at Bayport, ensuring alignment with international best practices and the regulatory requirements of Notice No. 6/GBM/2025. The policy integrates climate risks into governance, credit, capital, liquidity, and operational risk processes, recognizing them as drivers of financial risk rather than stand alone sustainability issues. By embedding forward-looking, proportionate, and integrated approaches into the institution's existing risk management system, the policy strengthens Bayport's resilience, supports strategic objectives, and ensures that climate considerations inform decision-making across the business.



Pillar I – Our Business

Risk Management



“As we look ahead, I am confident that Bayport's unwavering commitment to responsible, ethical, and inclusive risk management will continue to be the cornerstone of our institutional resilience and a driving force behind our contribution to a more sustainable and equitable Mozambique.”

Eric Ginabay, Head of Risk of Bayport Financial Services Moçambique (Mcb), S.A.

Sustainability is inseparable from responsible risk management. In 2025, we consolidated the integration of ESG (Environmental, Social, and Governance) factors into our risk taxonomy, reaffirming that long-term value creation goes beyond financial metrics.

Under the diligent oversight of the Board of Directors, our “Three Lines of Defence” structure continues to operate in synergy, ensuring that our risk appetite remains perfectly balanced with our ethical and regulatory commitments.

The effectiveness of our first line of defence was significantly enhanced through intensive work with our ethical and regulatory commitments. Training and capacity-building programs, as well as the delivery of a workshop focused on strengthening risk leadership among our risk champions.

In the area of business continuity, the implementation of our Disaster Recovery (DR) Site represents a milestone in the sophistication of our technological infrastructure. This initiative underscores the robustness of our internal controls and our unwavering commitment to data protection and operational resilience in the face of adverse scenarios.

Notice No. 6/2025 of the Bank of Mozambique represents a decisive regulatory milestone, as it formalizes the Guidelines for Climate Risk Management in the financial sector. We have embraced this regulatory transition as an opportunity to strengthen our institutional resilience to the climate challenges of the decade and to reaffirm our commitment to the stability of the Mozambican financial system.

In the area of gender diversity, inclusion is a well-established reality. Our Risk Department is composed of a team with a majority female representation (57%), fostering a more holistic, resilient decision-making environment fully aligned with the values of equity that Bayport promotes within society.

In 2025, we moved beyond the traditional view of risk as a control function and repositioned it as a pillar of sustainability and strategic resilience. At Bayport, we understand that financial success is only truly meaningful when accompanied by ethical governance and a positive social impact.

Ethical Compliance Framework

During 2025, awareness posters were circulated across all Bayport branches to mitigate customer extortion. This initiative contributed to a significant improvement in proactive fraud detection, including increased customer reporting and the identification of new fraud typologies.

In 2025, two anti-fraud training sessions were delivered to employees, alongside fraud induction training for employees and banking agents, in response to the submission of fraudulent applications.

The Forensic unit ensured effective response to incidents, strengthened controls and conducted investigations with technical rigour. No cases with a material impact were identified, and preventive measures have strengthened, Bayport’s resilience against fraud.

In 2025, three complaints were received through the whistleblowing platform. All cases were fully investigated and closed during 2025, with zero complaints confirmed as valid. To strengthen the whistleblowing framework, Bayport will focus on improving anonymity measures, enhancing internal communication and awareness, expanding reporting channels, reinforcing anti-retaliation protections, and ensuring faster, more transparent follow-up processes. These improvements aim to increase confidence in the system and support earlier detection of misconduct and potential fraud.

Complaints received via whistleblowing hotline	2022	2023	2024	2025
Total of complaint	3	2	4	3
Cases investigated and closed	3	2	4	3
Complaints closed as founded/valid	0	0	1	0
Complaints still under investigation (by year end)	0	0	0	0



Coros Bayporters

O defraudador pode ser qualquer pessoa, até mesmo alguém que você conhece. Este pode enganar, fazer-se passar por outra pessoa, falsificar ou explorar a sua posição para obter benefícios pessoais.

É por isso que é tão importante que todos os colaboradores do Bayport compreendam como a fraude ocorre e o que fazer em caso de suspeita.

Esta formação breve e obrigatória vai mostrar-lhe:

- **Como reconhecer** diferentes personas de fraude.
- **O que deve** ter em atenção em golpes e documentos forjados.
- **Como denunciar** fraudes de forma segura e anónima através do Navex.

Não adie. Conclua a formação até 4 de Agosto de 2025.

[CLIQUE AQUI](#) para continuar.

Conclua o módulo. Conheça o seu papel. Proteja a nossa equipa.



Pillar I – Our Business

Information Security and Data Privacy



“Information security and customer privacy are core to Bayport digital transformation strategy, guiding responsible innovation and ensuring end-to-end protection for stakeholders.”

Edén Massalonga, information Security Manager of Bayport Financial Services Moçambique (Mcb), S.A.

Protecting our information assets remains a key priority at Bayport Mozambique, especially as we continue to scale our digital transformation to support responsible lending and financial inclusion. Information security and data privacy are core to maintaining the trust of our customers, employees, partners, and regulators.

In 2025, we enhanced our cyber resilience posture through a combination of technical safeguards, awareness training, and proactive risk management. No major cyber incidents were recorded, attesting to the efficacy of security controls implemented. These strategic enhancements have significantly matured our capability to detect, respond to, and recover from evolving digital threats.

➤ Key achievements in 2025:

Continued implementation of our security awareness and phishing simulation program, which is part of our core strategy to reduce user susceptibility to phishing attacks.

Delivery of 5 information security training modules with a **100%** employee completion rate.

Continued use and optimisation of Managed Detection and Response (MDR) and Endpoint Detection and Response (EDR) solutions, significantly reducing the number of potential security incidents.

IT infrastructure upgrades to align with information security and cyber resilience standards to enhance sensitive data protection and services availability.

➤ Risk assessments:

Quarterly risk assessments are conducted to identify and address emerging vulnerabilities, supported by a structured incident response approach: planning, detection, containment, eradication, recovery, and post-event learning. These insights help us continuously strengthen our cybersecurity systems.

Oversight is ensured through regular governance engagements, including quarterly reviews by the Risk and Compliance Committee and biweekly VMG (Vulnerability Management Group) sessions with the Group to address technical vulnerabilities.

➤ IT Auditing:

To ensure ongoing resilience, independent external audits are conducted annually, validating our compliance with global cybersecurity standards and reinforcing stakeholder trust.

Tax & Supply Chain Management

➤ Tax Governance:

Description	FY2022	FY2023	FY2024	FY2025
Corporate Tax	MZN 248 558 421	MZN 80 171 060	MZN 221 769 031	MZN 838 988 208
Employee taxes collected on behalf of governants	MZN 53 474 318	MZN 52 628 307	MZN 50 665 676	MZN 57 710 180
Other Taxes	MZN 301 708 458	MZN 330 089 614	MZN 329 330 879	MZN 312 329 005
Total Taxes	MZN 603 741 197	MZN 462 888 981	MZN 601 765 586	MZN 1 209 027 393
Effective Tax	30.16%	20.00%	27.05%	31.55%

In 2025, we continued to make substantial tax contributions including Corporate Income Tax, reverse VAT, and other statutory payments. Withholding tax and PAYE were also collected and remitted in full and on time. No penalties or material audit were recorded.

➤ Supply Chain Management:



“A resilient and responsible supply chain starts with sound procurement and robust supplier selection. Through fair and transparent due diligence, we build trusted supplier partnerships that deliver quality, value, and resilience. By integrating ESG into procurement and supporting local sourcing, we strengthen governance and create sustainable value for our stakeholders.”

Regina Sibanda, Finance Management and reporting of Bayport Financial Services Moçambique (Mcb), S.A.

Bayport Mozambique continued to strengthen its procurement policy to ensure that the process is fair, equitable and comprehensive, logical, transparent, competitive and cost effective. We pride ourselves in accomplishing with the highest level of ethical standards for fair and equitable treatment of all suppliers providing goods and services.

The major change in 2025 was the revision of our Procurement Policy and Public Tender process for supplier onboarding, aimed at enhancing supplier gender diversity by empowering businesses that are owned, led, or founded by women.



Pillar I – Our Business

Supply Management	FY2024	FY2025
Payments to supplier organizations and individuals: Total	MZN 1.668.557.488	MZN 1 885 364 081
Payments to supplier organizations and individuals: Local	MZN 1.393.052.772	MZN 1 658 355 569
% paid to local	83.49%	87.96%

Stakeholder Engagement

ESG Metrics	Target	FY2022	FY2023	FY2024	FY2025
Employer Engagement (number of executive engagements)	Quarterly	0	29	27	68
Regulatory Engagement (number)	Biannual	8	9	9	9
Funder Engagement	Quarterly	4	5	32	25
Employee engagement	Quarterly	1	4	4	5
Financial Results presentation	Annually	1	1	1	1
TOTAL ENGAGEMENTS		14	48	73	100



The 2025 Sales Conference served as a key platform for stakeholder engagement, aligning Bayport's 2025 Sales Strategy across all key units from the business, including executive leadership.

The stakeholder engagement trajectory shows a strong and consistent alignment with ESG strategic priorities, particularly in strengthening governance, transparency, and stakeholder inclusivity.

Overall, total engagements increased significantly from 14 in FY2022 to 108 in FY2025, reflecting a maturing ESG approach and a clear institutional commitment to proactive stakeholder management. This growth suggests that ESG is becoming more embedded in business operations rather than treated as a compliance exercise.

From a governance perspective, the steady level of regulatory engagements (maintained at 9 since FY2023, above the biannual target) demonstrates consistency in maintaining open, transparent relationships with regulators, critical for risk management and compliance credibility. Similarly, the annual financial results presentations being consistently delivered reinforces transparency and accountability to the market.

In terms of social impact, there is notable progress in employer and employee engagement. Employer engagement rose sharply to 68 in FY2025, indicating stronger partnerships and market presence, which can translate into improved customer access and responsible lending practices. Employee engagement also shows gradual improvement, though still relatively modest, suggesting an opportunity to further strengthen internal culture, inclusion, and alignment with ESG values.

Funder engagement experienced a substantial spike in FY2024 (32) followed by a slight decline in FY2025 (25), yet still significantly above earlier years. This indicates enhanced investor confidence and active communication, which is essential for sustaining ESG-linked funding and demonstrating impact to capital providers.

From an impact perspective, the upward trend across most categories reflects:

- Increased stakeholder trust and confidence
- Stronger integration of ESG into core business strategy
- Improved dialogue across key stakeholder groups (regulators, funders, employers, employees)

Environmental Footprint

Bayport Mozambique tracks its greenhouse gas (GHG) footprint across Scope 1 (direct fuel combustion) and Scope 2 (purchased electricity) emission sources, in alignment with the GHG Protocol Corporate Accounting and Reporting Standard. Emission factors applied are sourced from DEFRA/IPCC (fuel combustion) and the IEA/UNFCCC national grid factor for Mozambique (0.494kgCO₂e/kWh), reflecting the country's predominantly hydropower-based electricity mix.

Source	Scope	Factor	2024 tCO ₂ e	2025 tCO ₂ e	Change
Diesel	S1	2.68 kgCO ₂ e/L	43	61	+18
Petrol	S1	2.31 kgCO ₂ e/L	16	21	+5
Grid electricity	S2	0.494 kgCO ₂ e/kWh	23	27	+4
Total	—	—	82	109	+27



Pillar I – Our Business

Scope 1 emissions, arising from the direct combustion of diesel and petrol in company vehicles and on-site generators, account for approximately **80%** of total emissions in both reporting years, making fuel management the most significant lever for emissions reduction.

- **Diesel and Petrol Consumption:** Fuel remains the dominant source of emissions, rising from **43 tCO2e** in 2024 to **61 tCO2e in 2025**. This growth reflects expanded fleet operations, greater reliance on backup generators amid infrastructure challenges, and increased staff mobility linked to business expansion.
- **Grid electricity:** Purchased electricity contributed to an additional **3 tCO2e** in **2025**. Given Mozambique's relatively low-carbon grid intensity, driven by significant hydropower capacity through Cahora Bassa, electricity remains the lowest, emission source per unit of energy consumed. The modest uplift reflects normal business activity growth.

In response to the increase observed in 2025, we are committed to identifying and implementing targeted interventions to improve emissions performance. Priority actions under consideration include:

- Fleet efficiency review. Assess vehicle age, fuel efficiency ratings and route optimisation opportunities to reduce per-kilometre diesel consumption;
- Generator dependency audit. Quantify the proportion of diesel attributed to generator use and evaluate grid stability measures or on-site renewable alternatives (e.g. solar PV) to reduce backup generation reliance;
- Scope 3 boundary review. Assess the materiality of Scope 3 emission sources, including business travel and supply chain, in line with evolving ESG reporting expectations.

	2024	2025
Total weight of waste (kgs)	181	614
Total weight of waste recovered (kgs) (recycling)	181	596
Average Water Consumption (m3)	344	254
Total number of reams (1 ream = approx 500 sheets) consumed	978	822

Bayport Mozambique's operational environmental footprint shows a mixed but broadly encouraging picture across waste, water, and paper consumption between 2024 and 2025.

Waste generation increased substantially, rising from **180.7 kg** to **614.1 kg**, a **240%** increase year-on-year. While this is a notable rise, it must be read alongside the waste recovery performance. In 2024, **100%** of waste generated was recovered through recycling. In 2025, **595.9 kg** of the **614.1 kg** generated was recovered, representing a recovery rate of **97%**. This high rate demonstrates a strong commitment to responsible waste management, even as absolute volumes grew, a trend linked to increased operational activity and headcount.

Water consumption improved significantly, declining from **344 m3** in **2024** to **254 m3** in **2025**, a reduction of approximately **26%**. The reduction is principally attributed to corrective maintenance carried out to address water leakages identified within the office premises.

Paper consumption also decreased, with reams used falling from **978** to **822**, a reduction of approximately **16%**. This reduction, equivalent to roughly **78,000** sheets, reflects progress toward a more digitally enabled operating model and supports Bayport's efforts to reduce resource intensity.

In pursuit of continuously reducing its environmental footprint, Bayport Mozambique will sustain internal awareness campaigns promoting the responsible use of natural resources and digital practices, while actively engaging employees in recycling and sustainable waste management, both within and beyond the workplace.



Launched in 2025, the 'Sustainable Metamorphosis' initiative reflects Bayport's commitment to sustainability, mobilizing employees to transform everyday waste into works of art.



Pillar II – Customers

“Inclusive finance to transform lives”

2025 highlights

- Annual average complaint resolution TAT below threshold (≤ 20 days)
- Reached 99% of loans originated digitally
- 0.61% increase in % of loans originated by female customers
- 2,744 new users over the period on Bayport Academy Portal
- 0.40% spent on CSI of previous year Net Profit after Tax (NPAT)

Material topics

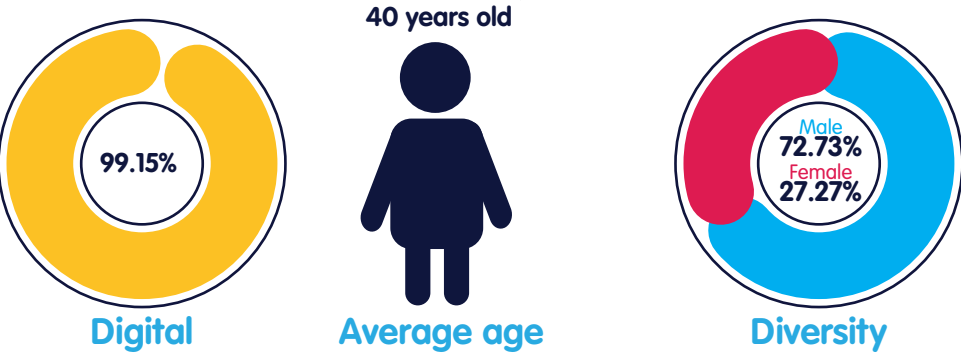
Material issue	Key area of impact	Sustainable Development Goal (SDG)	How we create impact	Strategic KPIs	2025	2030 Target
Financial protection Customer privacy	Client protection	Goal 1.4 - Ensure equal rights to economic resources, services, land ownership, technology and financial services, including microfinance, by 2030 Goal 16.10 - Ensure public access to information and protect fundamental freedoms by 2030	By upholding consumer protection principles and ensuring transparent financial services, we prioritize honesty and fairness. Through customer education, we build trust, empower individuals and promote responsible financial behavior, contributing to the economic development and wellbeing of communities	Client protection accreditation Green line functionality Customer complaints resolved within SLA (10 days) CSAT (Customer Satisfaction) monthly score	Gold 100% NA $\geq 70\%$	Gold 100% $\geq 95\%$ $\geq 70\%$
Consumer financial wellness	Financial awareness and wellness	Goal 4.4 - Increase the number of people with relevant skills, including technical and vocational skills, for employment and entrepreneurship	We provide individuals with financial knowledge that includes budgeting, saving and responsible borrowing. This equips them to make the kind of informed financial decisions that foster economic stability and improve their community's overall financial health.	Implemented financial literacy portal Module completion on the Financial Wellness Portal Physical financial literacy forums delivered to entities	Yes 44% 4	Yes $\geq 80\%$ 4
Access to finance and inclusion	Financial inclusion	Goal 1.4 - Ensure equal rights to economic resources, services, land ownership, technology and financial services, including microfinance, by 2030 Goal 8.10 - Strengthen domestic financial institutions to expand access to banking, insurance and financial services for all	Our responsible, sustainable and digital financial services provide convenient and secure access to loan facilities in under-served communities. Our digital platforms not only boost financial accessibility but also drive economic growth by streamlining transactions,	% digitally submitted loans	99%	100%

Material issue	Key area of impact	Sustainable Development Goal (SDG)	How we create impact	Strategic KPIs	2025	2030 Target
		Goal 9.1 - Develop sustainable infrastructure for economic development and human wellbeing, ensuring affordable access for all Goal 10.2 - Promote social, economic and political inclusion for all Goal 17.17 - Encourage effective public-private partnerships to build on resourcing strategies and experience	<i>cutting costs and empowering customers with control over their finances</i> <i>We offer female-centric financial products and/or services, promoting gender equality, economic empowerment and entrepreneurship</i> <i>Our financial services improve our customers well-being and improve quality of life</i>	% of loans originated by women Partnership for the goal with local supplier/ entity	29% 1	≥30% 2/ year
Product quality and sustainability	Financial inclusion and economic empowerment	Goal 1.4 - Ensure equal rights to economic resources, services, land ownership, technology and financial services, including microfinance, by 2030 Goal 8.10 - Strengthen domestic financial institutions to expand access to banking, insurance and financial services for all Goal 10.2 - Promote social, economic and political inclusion for all Goal 17.17 - Encourage effective partnerships for sustainable development	<i>We offer underserved communities tailored and sustainable services that bridge financial gaps and foster economic stability. Our services give individuals enhanced access to education, healthcare, housing and SME capital, resulting in increased incomes, reduced poverty and enhanced overall wellbeing of our customers and their families. This promotes inclusive financial health and resilience, benefiting markets, societies and individuals.</i>	Improved Net Promoter Score (external) Improved Net Promoter Score (internal)	33 67	≥50 ≥80
Economic contribution to society	Social, environmental and economic development of local communities	Goal 4.5 - Eliminate gender disparities in education by 2030, ensuring equal access for all, including vulnerable groups Goal 8.5 - Achieve full and productive employment for all by 2030, including equal pay for equal work Goal 8.6 - Reduce the proportion of youth not in employment, education or training by 2030 Goal 17.17 - Encourage effective public-private partnerships, building on partnership experience and strategies	<i>Through investments in education, healthcare, environmental initiatives and community projects, alongside support for local institutions, we encourage sustainable growth and empower individuals. Our corporate social investment initiatives strengthen social bonds, fortify economic resilience and create lasting positive impacts for local communities</i>	Number of CSI initiatives CSI beneficiaries per year Total CSI spent of net profit after tax (NPAT) of the previous year	17 3541 0.40%	12 3000 0.75%

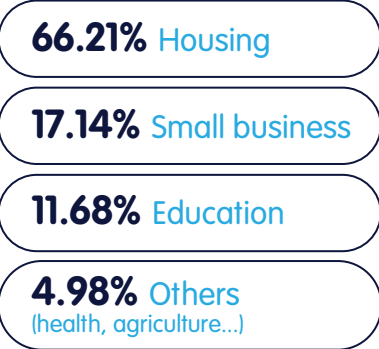


Pillar II – Customers

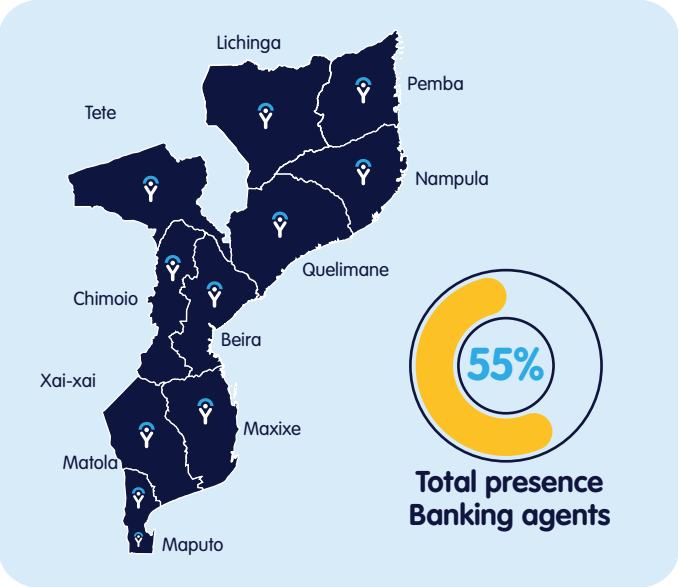
Customer profile in 2025



Loan use (volume)



Financial Inclusion, Access and Innovation



By bringing services closer to customers, this model enhances accessibility, affordability, and trust, ultimately supporting inclusive economic participation and credit access across underserved populations.

Customers can access essential services such as loan applications, repayments and access to their statements in real time through Bayport digital platform.

This significantly reduces travel time and cost and geographic barriers to financial access for our customers.

This increased accessibility has empowered individuals, small businesses, farmers, and low-income households to participate more actively in the formal financial system.

The 55% national coverage of banking agents demonstrates a significant step toward improving access to finance, particularly in regions without formal banking infrastructure.

Banking agents in district communities has played a significant role in advancing financial inclusion and transforming lives. By bringing financial services closer to underserved and remote populations, Bayport has reduced the barriers associated with distance, transport costs, and limited access to formal banking institutions.

In districts where traditional banking infrastructure is limited, Bayport banking agents serve as a critical link between financial institutions and the population, supporting inclusive growth and social transformation. The continued expansion of agent banking services will further strengthen financial inclusion, stimulate local economies, and contribute to sustainable

Introduced in 2025, the “Back to School” campaign, developed in partnership with ProComputers, a national IT company specializing in information technology and integrated printing solutions, supports our ESG strategy by expanding access to finance for essential school and office materials.

Through this initiative, customers are empowered to enhance their own education and support their children’s learning by gaining access to affordable, discounted electronic kits, enabling better study conditions and improved academic outcomes.

KITS DISPONÍVEIS

Kit	Modelo	Processador	RAM	SSD	Preço Original	Preço com Desconto	Desconto
1	IdeaPad 1	Intel® Celeron® N4500	8GB	256GB	32,660.99	26,128.79	-20%
2	V15 G3 IAP	Intel® Core™ i3-1215U	8GB	256GB	49,869.95	39,895.96	-20%
3	ThinkCentre Neo 50s	Intel® Core™ i3-13100	8GB	512GB	76,665.70	61,332.56	-20%
4	ThinkCentre Neo 50s	Intel® Core™ i5-13400	8GB	512GB	91,588.74	73,270.99	-20%
5	ThinkCentre Neo 50s	Intel® Core™ i5-13100	8GB	512GB	102,847.17	82,277.74	-20%
6	ThinkCentre Neo 50s	Intel® Core™ i3-13100	8GB	512GB	87,924.13	70,339.30	-20%

Simulação de Financiamento (Exemplo para Kit 1):
 VALOR DO FINANCIAMENTO - MT27.000,00
 TAXA DE JURO ANUAL NOMINAL - 46,94% (PRSF actual)
 16,00%+SPREAD: 30,94% / TAEG: 63,36%
 PRESTAÇÃO MENSAL - MT3.129,00
 PRAZO DE REEMBOLSO - 12 MESES

Customer Protection

As part of its commitment to customer protection, Bayport carried out a mystery shopping exercise at all branches across the country, with the objective of assessing the level of adherence to institutional values and promoting the standardization of service delivery. The assessment made it possible to identify several aspects related to the image and presentation of branches and staff, customer service, and complaint management, resulting in the implementation of corrective actions, including Customer Service training in all the branches.

Recognizing the importance of the customer’s voice, Bayport has also conducted daily quality assessments through the Customer Line and the IVR system. These initiatives aim to detect early signs of misconduct, correct potential failures, and adopt proactive measures before any negative impact reaches the customer.

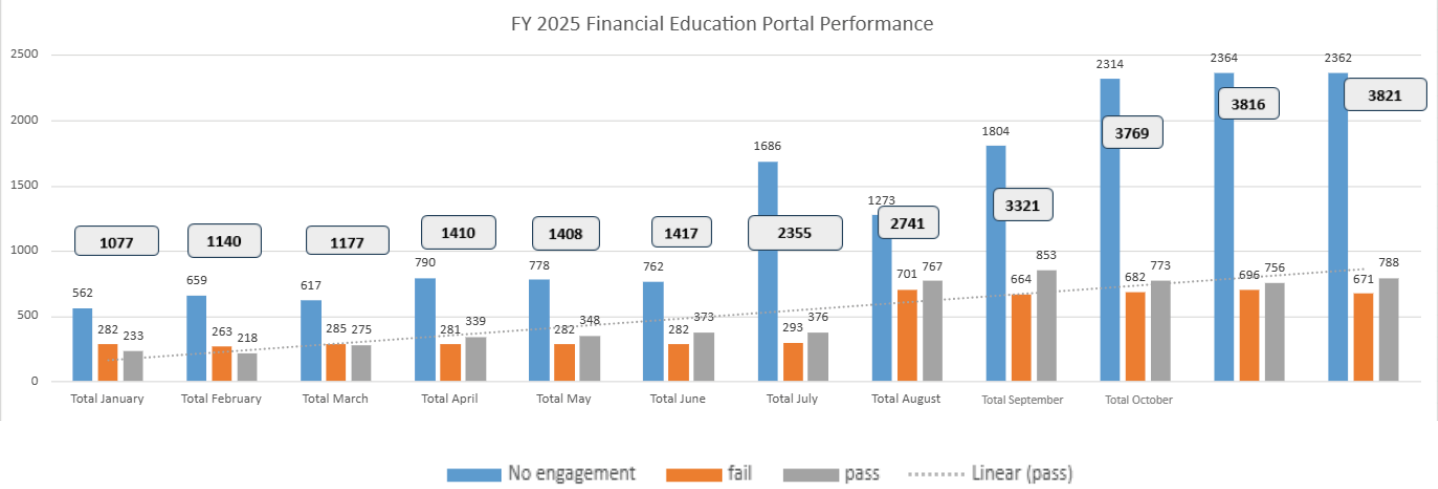
As part of strengthening transparency and integrity, in 2025 a sample of **2,935** customers was contacted with the purpose of evaluating the sales process and identifying, in advance, potential complaints or signs of fraud. Only **3%** of participants reported practices contrary to the code of conduct during the financing process. In response, alignment actions were implemented with the agents, reinforcing the obligation to deliver complete documentation and strengthening compliance standards.



Pillar II – Customers

Financial Awareness and Wellness

Consumer financial wellness continued to be strengthened through our Financial Education Portal, which attracted 2,744 new users over the year. While completion rates showed an upward trend from Q1 to Q3, we observed a slight decrease in users passing their modules during Q4. Further efforts are needed to enhance engagement and ensure users fully benefit from the educational modules. Continued focus on content accessibility, interactive learning, and targeted campaigns will be key to driving higher completion and deeper financial literacy impact:



We reintroduced the “Leader of the Future” initiative, a Human Capital programme aimed at building the intellectual and professional capabilities of 12th-grade students preparing to enter the job market. The initiative equips students with practical tools to become more effective professionals, including CV preparation, job interview readiness, workplace integration (onboarding processes), and financial education for better salary management.

A total of 6 sessions were delivered, reaching 312 students and contributing to improved employability, financial literacy, and smoother transition into the workforce.



Session for 12th grade students from Escola Comunitária São Vicente de Paulo — ‘Leader of the Future’ Programme

In celebration of Savings month, financial education campaigns were conducted in 10 primary schools across country. These sessions focused on introducing children to the value of money, the importance of saving from an early age, and how early savings habits can positively shape their future opportunities and financial well-being.

As part of the initiative, piggy banks were distributed to encourage students to begin their savings journey. In total, approximately 500 children were reached, promoting early financial awareness, responsible money habits, and long-term economic empowerment.



Financial education competition to primary school students in Lichinga city

Product Quality & Customer Experience



“While our NPS results reflect areas that demand urgent attention, the growing appreciation for convenience, the strength of our digital foundation, and the trust our customers place in us fuel my determination to lead a focused and decisive transformation of our customer experience - one that turns every insight into action and every interaction into loyalty.”

**Deize Langa, Customer Service & Experience
Manager of Bayport Financial Services
Moçambique (Mcb), S.A.**

Branch refurbishment:

As part of our commitment to enhancing the customer experience at our branches, we invested in upgrading the infrastructure and overall look and feel of our agency network.

We also introduced self-service solutions, enabling customers to easily access information and services independently, without relying on the availability of front-line staff.

These improvements are designed to make interactions faster, more convenient, and more efficient, ultimately strengthening service quality and customer satisfaction.



Pillar II – Customers



Refurbished of Maxixe branch



Inauguration of Xai-Xai branch

Complaints Management:

After an encouraging downward trend recorded in 2024, the year 2025 once again presented complaint volumes above the usual levels, approaching those observed in 2023. The total volume increased by 65% compared to 2024 (which had recorded 1,974 cases), reflecting a significant deterioration in the previously positive trajectory.

The root cause analysis of complaints throughout 2025 revealed, with particular concern, a high number of cases associated with internal procedural failures and operational limitations at CEDSIF. These factors proved to be decisive for the atypical behavior in complaint volumes during the period.

In response to the identified causes, several measures were implemented and reinforced to mitigate and reduce the occurrence of incidents. The initiatives included strengthening compliance with internal procedures, timely correction of operational failures, and reinforcing control mechanisms, ensuring the continuous improvement of the services provided in alignment with the principles of legality, efficiency, and institutional responsibility.

Research Survey results:

As part of its strategy, Bayport has conducted regular internal surveys, along with annual surveys carried out by an external organization (Sagaci) since 2019 (excluding 2020). These initiatives aim to gain deeper insights into how customers use their loans, identify areas for improvement based on recurring customer feedback, and strengthen relationships with passive customers, with the goal of converting them into promoters.

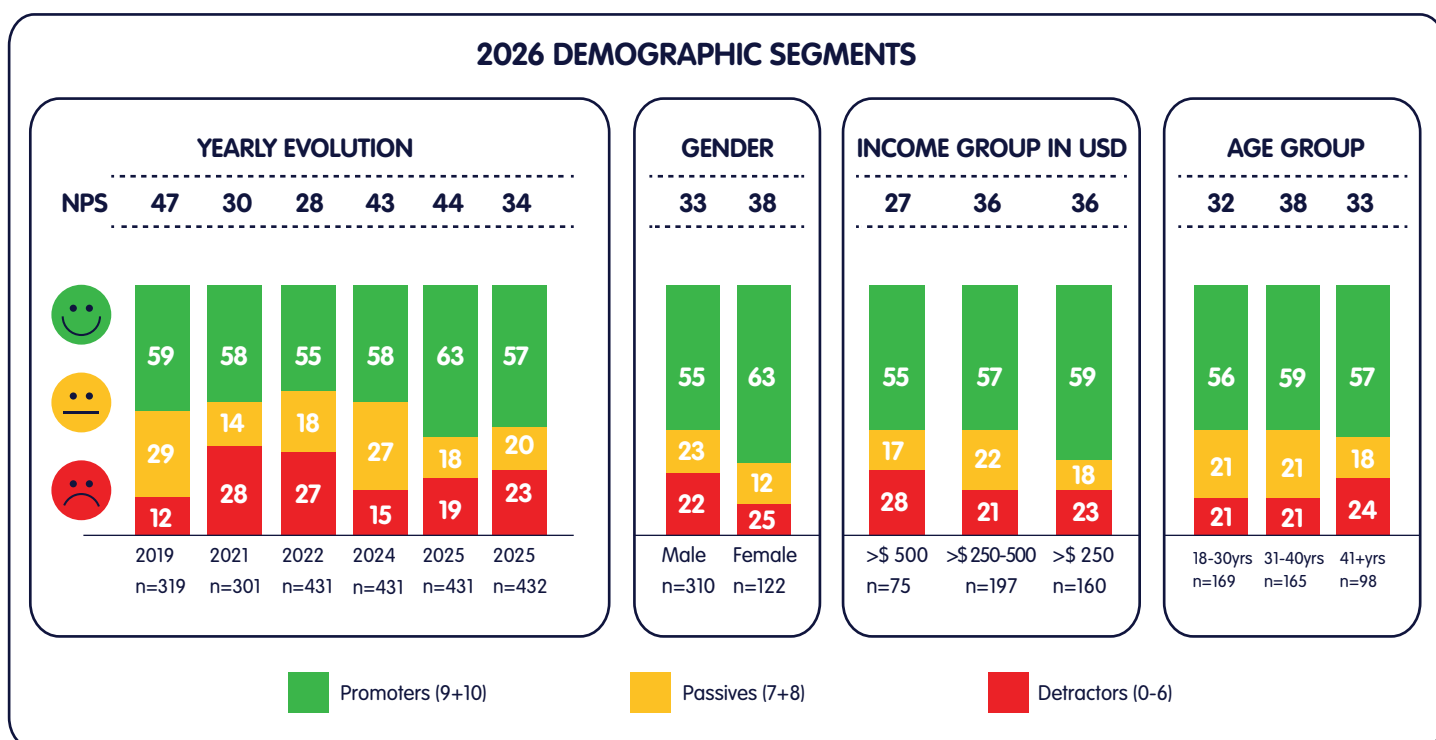
➤ Metodology:

Sagaci Research Exercise (NPS): Across the last three research studies analysed in this report, **432** interviews were conducted annually. Respondent profile: current Bayport loan customers, randomly selected. Data collected through telephone interviews.

➤ Net Promoter Score & Customer Satisfaction:

NPS is classified by a simple question. The question the customer has to answer is: "On a scale of 0 to 10 (0 being not likely at all and 10 being extremely likely), how likely are you to recommend Bayport to family/-friends?" and this allows us to segregate promoters, passives and detractors customers.

The NPS performance recorded a significant decline, dropping from **44%** to **34%**, reflecting a continuous increase in detractor customers, who rose from **19%** to **23%**.



To gain a deeper understanding of our customers' motivations, we posed additional questions, and the following insights were obtained:

- The brand, despite having recorded a slight decrease in its perceived importance (from **63%** to **58%**), remains a decisive factor in the selection of bank process.
- In the banking sector, a relevant shift was observed in the perception of credit cost: price gained greater weight compared to convenience, decreasing from **46%** to **38%**.
- At Bayport, in contrast, convenience shows a growing trend, increasing from **39%** to **43%**, indicating rising appreciation for factors such as simplicity, accessibility, and speed of service.
- Regarding customer touchpoints, there was a reduction in the proactive approach by agents, while customer-initiated contact increased from **24%** to **30%**. Additionally, there is a growing preference for customers to visit branches, rather than interact with banking agents.



Pillar II – Customers

- The current scenario reveals significant opportunities to accelerate digital adoption. The proportion of customers using smartphones remains stable at **76%**, providing a strong foundation for expanding digital services. Moreover, **WhatsApp** continues to be the preferred communication channel, with **92%** adoption, consolidating itself as the most effective means for direct customer interaction. A slight increase was also noted in customer confidence in obtaining loans through digital channels, although still below the levels recorded in 2022.
- More than **80%** of customers contacted report being properly informed about the terms and conditions of their loans, demonstrating a satisfactory trend in clarity and understanding regarding the obligations and characteristics of their contracts.

➤ Conclusion of the Research Survey results:

NPS Classification zone²

Critical Zone	Improvement Zone	Quality Zone	Excellence zone
score from -100 to -1	score from 0 to 49	score from 50 to 74	score from 75 to 100

The score obtained in the last three years, continues to show Bayport in the improvement zone but with a negative trend, with increasing detractors, there is a need to adjust processes that impact on customer satisfaction.

Strengthening communities through CSI investment and impact

Bayport significantly strengthened its Corporate Social Investment (CSI) commitment in 2025, reflecting a clear strategic focus on expanding social impact and improving community well-being. The number of supported projects increased from 5 in 2024 to 17 in 2025, demonstrating a substantial scaling of initiatives across education, health, environment, and broader community development.

As a result, the number of direct beneficiaries rose from **2,667** to **3,541** people, including students, sports associations, and various community-based organisations engaged in social development activities. This expansion highlights the growing reach of programmes designed to improve access to education, promote youth development, and support social inclusion.

Total CSI investment increased significantly from **MZN 397,221** to **MZN 2,841,896**, with a strong emphasis on education, which accounted for the largest share of investment (**MZN 2,014,823** in 2025). This reflects the organisation’s commitment to empowering young people through improved learning opportunities and skills development. Additional investments supported community initiatives, environmental actions, and health-related interventions, reinforcing a more diversified and balanced impact approach.

Importantly, CSI spend as a percentage of Net Profit After Tax increased from 0.10% in 2024 to 0.40% in 2025, demonstrating a stronger alignment between business performance and social responsibility.

Overall, these results reflect a deepening commitment to sustainable development and inclusive growth, with measurable impact on individuals and communities through education, sport, health, and social empowerment initiatives.



Financial support to Federação de Ginástica de Moçambique



Christmas party to special children at Dom Orione



internal blood donation campaign



Financial support for construction of 3 classrooms in Escola Primária de Incuai, Chibuto



Pillar II – Customers

Impacting Our Customers Lives



Abdul Pihimo Yassine, a 36-year-old father of two and resident of Pemba, is a dedicated educator whose journey reflects resilience and progress supported by access to finance.

In 2020, while working at the District Service of Technology in Palma, Abdul secured his first loan of approximately through Bayport. This financing enabled his relocation to Pemba, where he has since established himself as a teacher, contributing to the development of his community.

Introduced to Bayport through a trusted colleague, Abdul has continued to build on this initial support. He later accessed a top-up of to acquire land, followed by an additional to construct a second residence - demonstrating steady asset building and long-term financial planning.

Abdul highlights the reliability of Bayport's services, noting that commitments were honoured and funds were disbursed efficiently. His experience underscores the role of responsible lending in empowering individuals to improve their livelihoods, invest in housing, and create sustainable futures for their families.



Vasco Jair Rongane, a member of the PRM – Ministry of Interior and a Bayport client since 2024, is a devoted father whose journey reflects resilience and aspiration.

Through his first-ever experience with credit, Vasco partnered with Bayport to achieve a lifelong goal: building a home for his family. After getting married, he secured financing that enabled him to construct a house in Marracuene, allowing his family to move into a space they could call their own.

Reflecting on his experience, Vasco highlights the efficiency and professionalism of the process - from his initial engagement with the banking agent to the disbursement of funds within just three days. Introduced to Bayport through colleagues, he found the guidance and support provided instrumental in turning his vision into reality.

Looking ahead, Vasco aspires to start a business to supplement his income and is committed to continuing his education at ACIPOL.

Vasco's story demonstrates how access to responsible finance can empower individuals to improve their living conditions, invest in their future, and build long-term financial resilience.



Mrs. Tânia da Conceição (34) and Mr. Gilmar da Conceição (39) are a married couple of 11 years, proud parents of two boys, and residents of Quelimane. Both serve as teachers under the Ministry of Education, contributing to the development of their community through education.

Their journey with Bayport began in 2020, when they accessed an initial loan of to support household needs. Encouraged by the positive experience, they have since benefited from several top-up facilities. Their most recent loan of was strategically invested in a small business focused on the sale of cosmetics, accessories, and oils - diversifying their income and strengthening their financial resilience.

They were first introduced to Bayport through a trusted friend and agent, whose guidance facilitated their access to financial services. Reflecting on their experience, the couple highlights Bayport's flexibility, reliability, and customer-centric approach as key strengths.

Today, Tânia and Gilmar not only express high satisfaction with the services received but also actively recommend Bayport to colleagues and peers, demonstrating trust in the institution's ability to support both personal and entrepreneurial growth.



Pillar II – Customers



Oscar José, a 38-year-old secondary school teacher based in Quelimane, has been a Bayport client for over five years. Married and committed to both his family and professional growth, Oscar first engaged with Bayport after being referred by a colleague and subsequently connecting with a Bayport agent

He accessed a loan which he strategically invested in a small food retail business while also financing his continued education. This dual investment not only strengthened his household income but also contributed to his personal and professional development.

Oscar highlights the efficiency and flexibility of Bayport's disbursement process, as well as the high level of support received from his account manager. His positive experience reflects Bayport's commitment to empowering clients through accessible financial solutions that drive sustainable livelihoods and long-term growth.



Nery Clotilde Pedro, 39, is a secondary school teacher based in Pemba and a single mother of two. Her journey with Bayport began between 2019 and 2020, when she was introduced to the institution through a colleague while exploring financing options to expand her opportunities.

After previously holding a loan with another bank and considering alternatives, Nery chose Bayport for its accessibility and client-centered approach. She secured an initial loan, which enabled her to establish a small cleaning business - diversifying her income and strengthening her financial resilience.

The efficiency of the process stood out to her, with funds disbursed within just three days and in full alignment with her request. Building on this positive experience, Nery later accessed an additional amount to support critical medical treatment for her mother abroad demonstrating the role of responsible finance in times of personal need.

Nery expresses strong satisfaction with the service received and highlights the personalized engagement as a key differentiator. “The fact that the manager comes to meet me shows genuine care and commitment to understanding my needs,” she notes.

Today, she confidently recommends Bayport to colleagues and family, reflecting the trust built through consistent, responsive, and inclusive financial support.



Agostinho Geraldo Come, 52, is originally from Inhambane and has been a resident of Xai-Xai for over three decades. A husband and father of four, he is a public servant working with SERNIC in Manjakaze.

Agostinho’s journey with Bayport began over a decade ago, when he accessed his first loan to improve his family home. Since then, he has successfully accessed multiple financing solutions at Bayport. Through this support, he has been able to expand both his household infrastructure and his income-generating activities.

Today, Agostinho runs poultry and aquaculture projects in Xai-Xai, alongside agricultural activities in Mandjakaze - contributing not only to his family’s financial stability but also to local economic development and food production.

He highlights Bayport’s efficiency and reliability, particularly the speed of disbursement, as key enablers of his progress. While he encourages ongoing improvements in interest rate competitiveness, he remains confident in the partnership.

Agostinho looks forward to continuing his relationship with Bayport to further grow his businesses and realise future development opportunities.



A large group of people, mostly Black, are gathered for an outdoor party. They are posed in several rows, with some standing on a wooden balcony in the background. The group is dressed in casual to semi-formal attire, including white t-shirts, jeans, and light-colored dresses. Many are wearing sunglasses. The setting is outdoors, with a large palm tree on the left and a building with a red-tiled roof in the background. A blue semi-circular graphic is overlaid on the sky. The overall atmosphere is festive and social.

End of year party celebration 2025



Pillar III – People

“Inclusive finance to transform lives”

2025 highlights

- 40% female workforce.
- 33% female representation in senior and middle management:
 - 40% in HOD's
 - 47% in middle management
- Elite Employer recognition
- 99% participation rate in all trainings

Material topics:

Material issue	Key area of impact	Sustainable Development Goal (SDG)	How we create impact	Strategic KPIs	2025	2030 Target
Employee engagement	Employee welfare and empowerment	Goal 3.4 - Reduce premature mortality from non-communicable diseases by one third by 2030, promote mental health and wellbeing Goal 8.7 - Eradicate forced labor, end modern slavery and human trafficking, eliminate worst forms of child labor by 2025 Goal 8.8 - Protect labor rights, ensure safe working environments for all, including migrant workers and women in precarious employment	<i>We cultivate a positive workplace culture where employees feel valued, engaged and supported. The aim is to enhance employee satisfaction and morale, ultimately resulting in a motivated and dedicated workforce that drives the company's success</i>	Open townhalls to all employees eNPS score eNPS participation rate	5 32 67%	Quarterly ≥10 ≥80%
Diversity, equity and inclusion	Local, diverse equal teams	Goal 5.1 - End all forms of discrimination against women and girls Goal 5.5 - Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life Goal 10.2 - Empower and promote social, economic and political inclusion for all by 2030 Goal 16.7 - Ensure responsive, inclusive decision-making at all levels	<i>We ensure equitable opportunities for all and foster a diverse and inclusive workplace. By hiring locally, we support communities and contribute to the local economy. Promoting equality ensures fair opportunities, enhancing overall team effectiveness and societal impact</i>	% female at total employees % female at Senior management % female at middle Management Gender pay gap	40% 39% 33% 32%	≥45% ≥40% ≥35% Decreasing

Material issue	Key area of impact	Sustainable Development Goal (SDG)	How we create impact	Strategic KPIs	2025	2030 Target
Employee Health & Safety	Safe and healthy workplace environment	Goal 8.5 Achieve full and productive employment and decent work for all Goal 8.8 Protect labour rights and promote safe and secure working environments for all workers	<i>By maintaining robust occupational health and safety standards, implementing risk prevention protocols, and ensuring that all employees have access to safe working conditions, we demonstrate a deep commitment to the wellbeing of our people</i>	Job incidents, injuries and fatalities Safety and emergency training per year Emergency & Evacuation exercises Disaster Recovery Center	0 100% Biannual 45%	0 100% Biannual 100%
Talent attraction, retention and development	Talent attraction, retention and development	Goal 4.4 - Increase the number of people with relevant skills for employment and entrepreneurship by 2030 Goal 8.3 Promote development policies that support job creation, entrepreneurship and innovation Goal 8.5 Achieve full and productive employment for all by 2030, with equal pay for equal work	<i>We draw in and retain experienced employees to foster stability and expertise within the company. We invest in employee development, enhancing skills and career growth, thereby creating a positive impact on both the workforce and Bayport's overall performance</i>	Participation rate in all trainings Average training hours per employee % Voluntary attrition	99% 3 8%	≥80% ≥4 ≤15%



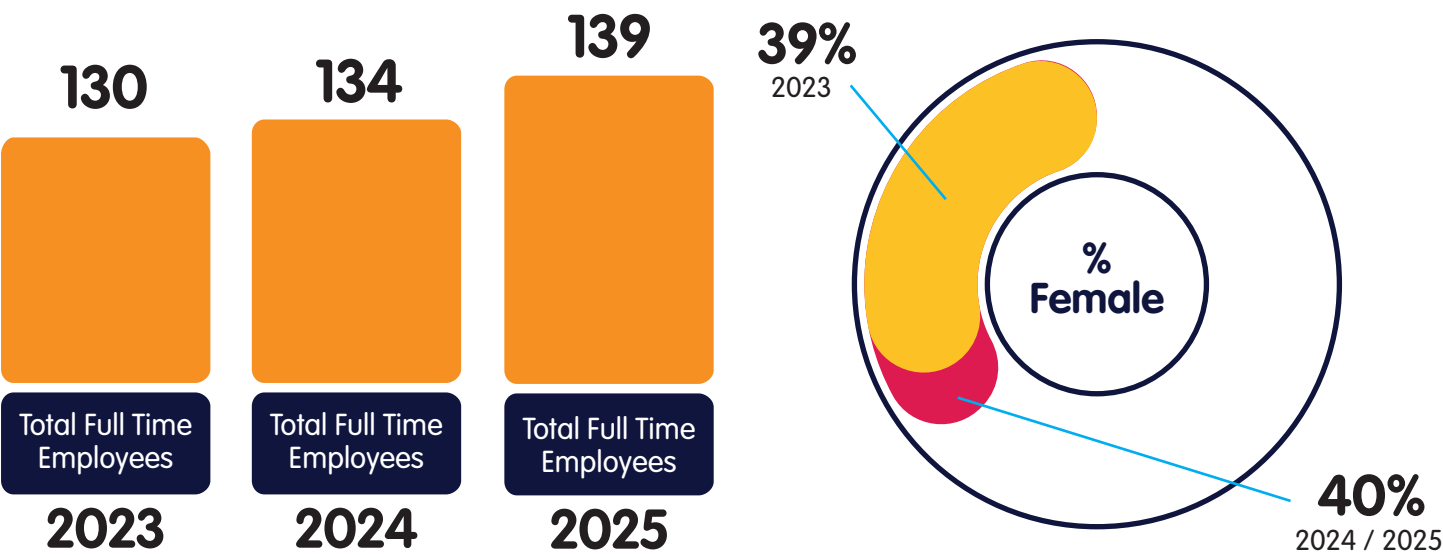
Health fair in Maxixe city, promoted by Bayport Maxixe branch



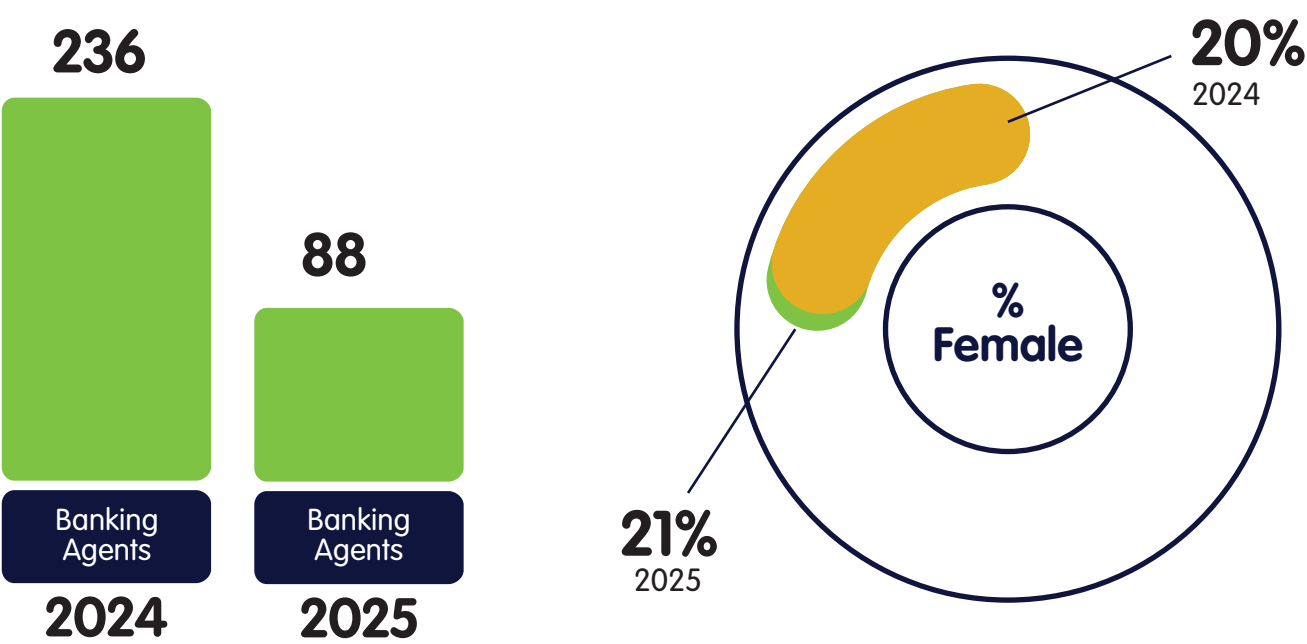
Pillar III – People

Demographics

Full-time Employees and Banking agents



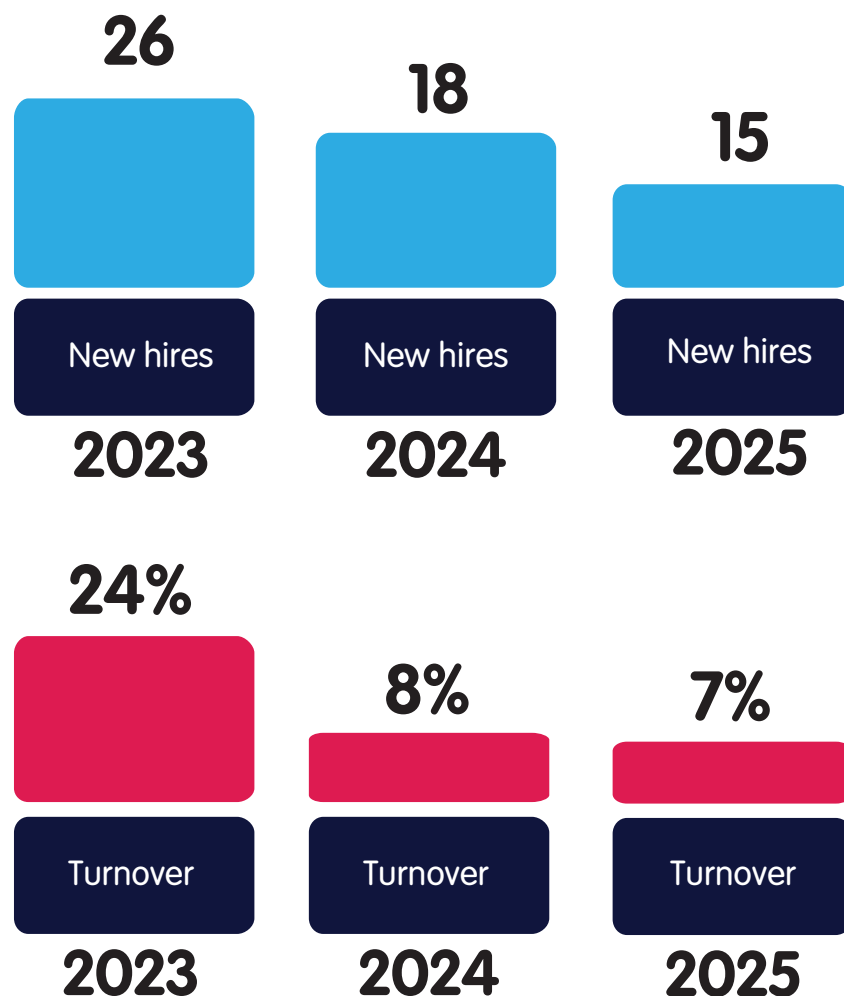
Banking agents



Local vs international hire at Exco level – Executive management from local community



New employee hires vs employee turnover



Pillar III – People

Key Human Capital insights:

A 60% year-on-year increase in employee training hours was recorded, supported by the successful launch of the Bayport Academy, our group-wide e-learning platform. This reflects a strong commitment to continuous learning and capability development across the organisation. Participation and course completion rates consistently exceeded the 90% compliance threshold, fully meeting mandatory regulatory training requirements.

In addition, approximately **USD 25,910** was invested in external training programmes, with a strong focus on strengthening technical expertise, regulatory compliance, mandatory requirements, and soft skills development.

During FY2025, several key internal policies were reviewed and updated to further strengthen governance, talent management, and employee experience at Bayport Mozambique. These included:

- Remuneration Committee (RemCo) Terms of Reference (ToR)
- Gender Pay Equality Policy
- Workplace HIV Policy
- Promotion Policy
- Talent Acquisition Policy
- Career and Development Policy
- Remuneration and Benefits Policy
- Staff Loan Policy
- Performance Management Policy
- Recruitment and Selection Policy
- Talent Management Policy

These revisions reinforce the organisation's commitment to robust governance frameworks, fair employment practices, and the continuous development of its people.

Employee Value Proposition (EVP):

The Employee Value Proposition (EVP) is a comprehensive set of offerings, values, and experiences that differentiate Bayport in the labour market and support the attraction, retention, and engagement of top talent. It is designed to align employees with the organisation's culture, purpose, and long-term strategic objectives.

The EVP encompasses a broad range of elements, including organisational culture, career development opportunities, compensation, benefits, and overall employee experience. It represents a strategic investment in human capital, enabling the organisation to build a more engaged, motivated, and high-performing workforce.

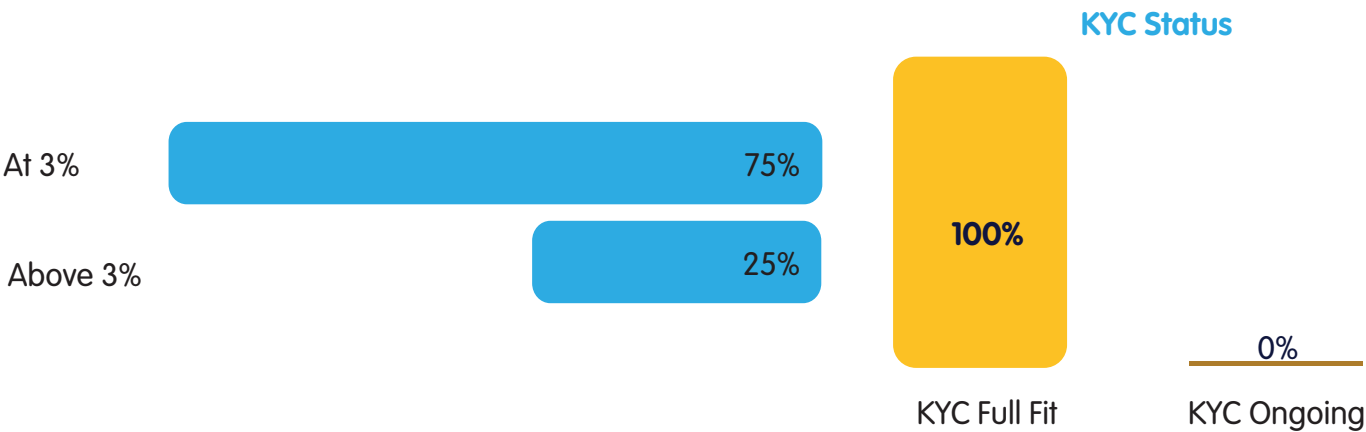
A strong EVP delivers several key competitive advantages, including:

- Attracting and securing high-quality talent;
- Reducing employee turnover and improving retention;
- Strengthening the employer brand and market reputation.

➤ Pension Fund

The Bayport closed Pension Fund was awaiting formal regulatory approval at the end of 2025. In parallel, the company successfully launched an Open Pension Fund in August, in partnership with Standard Bank, marking a key milestone in strengthening the employee value proposition and long-term benefits framework.

Currently, 25% of employees voluntarily contribute above the statutory minimum rate of 3%, reflecting a positive level of employee engagement and financial commitment to long-term savings. This trend is consistent with Bayport's broader commitment to promoting responsible financial behaviour and long-term financial resilience, both for our clients and our own workforce:



In compliance with applicable pension fund regulations, participation in the scheme is mandatory for all new joiners from their date of hire. As a result, overall subscription levels are expected to increase progressively in line with ongoing recruitment and onboarding, further strengthening workforce coverage and reinforcing the organisation's commitment to employee financial security as a core pillar of its ESG strategy.

All enrolled members have been successfully validated through a comprehensive KYC (Know Your Customer) verification process, conducted by the Pension Fund Management Entity. In line with strong governance and transparency standards, employees have been granted secure access to a digital platform, enabling them to independently monitor their contributions and track individual fund performance in real time.

Under the agreement with Standard Bank, the current Fund Administrator, all accumulated contributions will be transferred to the Closed Pension Fund once it receives regulatory approval, ensuring continuity and safeguarding of employee savings.

Pillar III – People

Diversity, Equity and Inclusion:

Bayport Mozambique remains firmly committed to fostering a diverse, equitable, and inclusive workplace, with continued emphasis on increasing female representation across all levels of the organisation.

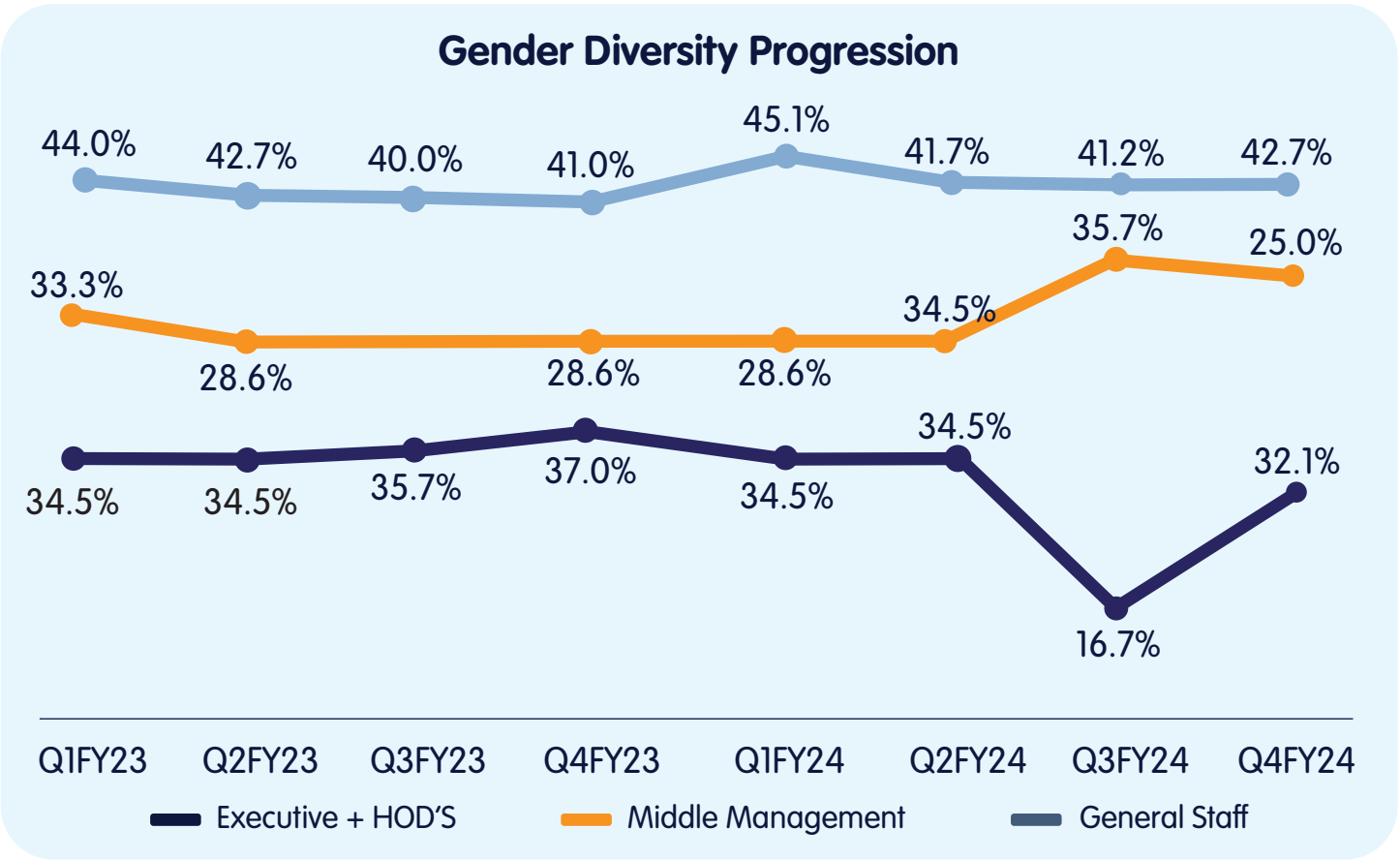
Over the past two years, the Company has implemented targeted initiatives to support gender inclusion and employee well-being, including:

- Equal-care initiatives to support employees with caregiving responsibilities;
- Health and wellbeing programmes addressing gender-specific needs;
- Strengthened measures to prevent and address gender-based violence and workplace harassment.

These initiatives reflect Bayport’s ongoing commitment to creating a safe, supportive, and inclusive environment where all employees can thrive.

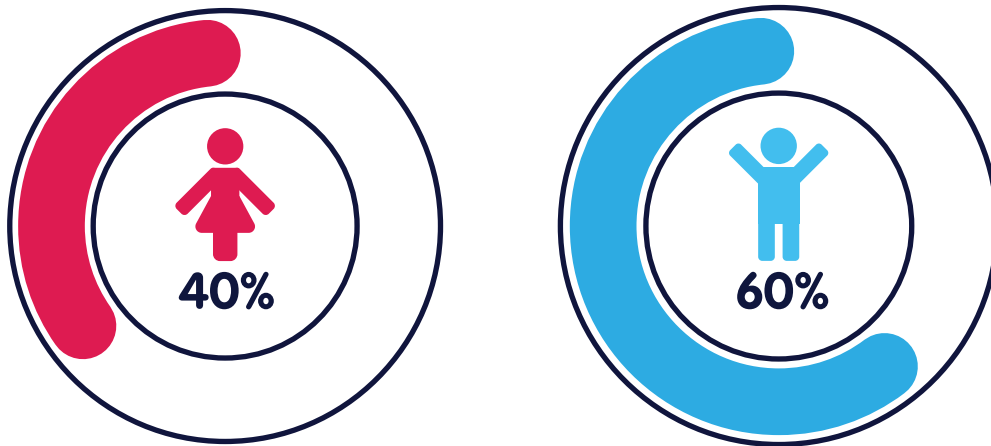
➤ Gender Representation Overview

As of FY2025, gender diversity across the organisation reflects a stable yet evolving workforce composition, with overall representation as follows:



Overall gender workforce stands as follows:

2025



The data demonstrates a consistently strong level of female participation at General Staff level, remaining above 40% over time. This highlights the effectiveness of inclusive recruitment practices at entry and operational levels, supporting broad-based workforce diversity.

At Middle Management level, gender representation has remained relatively stable, indicating a sustained and developing pipeline of female talent progressing towards leadership roles.

At Executive level, a decline in female representation was recorded during FY2025, mainly due to the resignation of the Head of Human Capital and Culture. This transition temporarily impacted the overall gender balance at senior leadership level.

Bayport Mozambique remains committed to strengthening gender diversity across all levels of the organisation, with a particular focus on leadership representation and succession pipeline development.

Talent Attraction and Retention:

Bayport Mozambique continues to actively address identified gaps through ongoing recruitment initiatives, with additional hiring processes planned for Q4. A targeted focus will be placed on attracting qualified female candidates, with the aim of strengthening gender balance at leadership level and promoting greater diversity across the organisation.

Outlook and commitment: Bayport Mozambique remains firmly committed to advancing its gender diversity agenda by:

- Promoting the development and progression of female talent within the organisation;
- Ensuring fair, transparent, and equitable access to career advancement opportunities;
- Building and sustaining a strong pipeline of female candidates for current and future leadership roles.



Pillar III – People

These efforts form part of our broader commitment to inclusive growth, equal opportunity, and the development of a diverse leadership culture.

Culture:

Culture-related initiatives were implemented across multiple dimensions, with a strong focus on employee engagement, listening mechanisms, and external recognition of workplace excellence.

➤ Employee Survey

An organisation-wide Engagement Survey was conducted at Group level. We are currently awaiting the results, which will inform targeted action plans aimed at continuously improving employee satisfaction, engagement, and overall workplace experience.

TUDO COMEÇA COM A SUA VOZ

Caro (a) Bayporteur

Em 2022, solicitámos a sua colaboração para nos ajudar a dar cor à cultura do Bayport, e milhares de colaboradores responderam com honestidade, discernimento e esperança. O seu contributo permitiu-nos identificar o que estamos a fazer bem, o que podemos melhorar e as áreas em que precisamos de evoluir.

Agora, à medida que continuamos a construir um Bayport melhor, é tempo de reflectir novamente.

No dia 13 de Agosto, vamos lançar a Pesquisa sobre Cultura a nível do Grupo. Esta breve e confidencial pesquisa vai ajudar-nos a compreender como vive os nossos valores, a liderança, as estruturas de apoio e o ambiente de trabalho, nos nossos vários escritórios em todo o grupo.

Desde 2022, muita coisa mudou, e nós também evoluímos. Esta pesquisa vai ajudar-nos a compreender o progresso alcançado e orientar a próxima fase da nossa jornada.

Agradecemos que dedique entre 5 a 10 minutos para responder a pesquisa. A sua voz importa. A sua opinião conta. E o seu contributo ajudará a moldar o Bayport que continuamos a construir juntos.

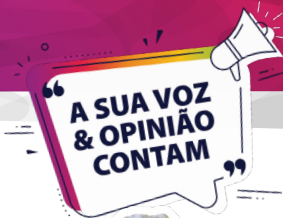
Com os melhores cumprimentos,

Chris
CEO do Grupo

100% CONFIDENCIAL

Moldando a nossa CULTURA

your future now
BAYPORT
FINANCIAL SERVICES



➤ Employer Certification

Bayport Mozambique was awarded the prestigious Elite Employer certification by Tempus Global Group, the largest national survey on employee benefits and human capital management. This recognition reflects our strong commitment to building a workplace that values innovation, inclusion, and employee well-being, supported by a consistent and compelling Employee Value Proposition across the organisation.

We are particularly proud of being recognised as leaders in the Culture Pillar, which highlights the positive, collaborative, and people-centred environment we strive to nurture on a daily basis.



Pillar III – People

Employee Engagement and Development

Quarterly townhall meetings were held throughout 2025, focusing on business performance, sales results, and operational efficiency. These sessions also served as key communication platforms for strategic people initiatives, including the introduction of the Employee Value Proposition (EVP) project, the pension fund framework, and the Bayport Culture Programme, presented by the Director of Human Capital.

In parallel, the organisation strengthened its commitment to continuous learning and compliance by delivering a wide range of training programmes in collaboration with strategic partners. These initiatives aimed at enhancing both regulatory compliance and the technical and professional capabilities of employees as part of our internal development agenda.

On average, employees completed **3.38 hours** of training, covering critical areas such as fraud awareness, cybersecurity, customer protection, Know Your Customer (KYC), Navex EthicsPoint, Anti-Money Laundering (AML), anti-bribery and corruption, sustainable resource management (ESG), risk management, malware and social engineering, business continuity management (BCM), safe web browsing, spear phishing awareness, data protection, and ransomware prevention through Bayport Academy.

Additional external training programmes further strengthened employee capabilities in areas such as Financial Crime Risk (Global Banking and Markets), Governance, Risk and Compliance (GRC), labour law updates, HR forums, Environmental, Social and Governance (ESG), digital marketing strategy, Portuguese language, operations management (SOM & MMI), corporate secretarial functions, and ACCPA-related topics. In this regard, approximately **USD 25,910** was invested in external training, with a strong focus on technical, regulatory, mandatory, and soft skills development.

Overall, employee engagement and morale remained positive throughout the year, supported by strengthened internal communication, quarterly leadership engagement through Townhalls, and the rollout of key cultural and EVP initiatives. Teams demonstrated strong commitment, collaboration, and alignment with organisational goals, reflecting a steadily improving workplace culture.



Bayport celebrated employees reaching 5 and 10 years of service, presenting certificates in recognition of their loyalty and dedication, a reflection of our commitment to talent, engagement, and long-term growth.

Employee wellness

➤ Improving health through sports

Throughout 2025, Bayport actively participated in the Central Bank's sports tournament across multiple disciplines, including men's and women's futsal (a debut team that delivered a strong and promising performance), swimming, billiards, and chess.

The active engagement of employees in these activities reflects Bayport's commitment to employee well-being and to fostering a healthy, inclusive, and engaging workplace culture. Participation in sports initiatives reinforces our focus on improving the quality of life of our people through wellness, teamwork, and recreational development, fully aligned with our broader ESG commitment to human capital development.



Bayport team wins trophies and medals at Banco de Moçambique's 50th Anniversary Tournament



Bayport Quelimane branch takes second place in futsal at Banco de Moçambique's 50th Anniversary Tournament

➤ Bayport 13th Anniversary

In celebration of our 13th anniversary on 19 July, we organised a nationwide health fair in partnership with our strategic service providers, reinforcing our commitment to employee health and well-being. The initiative promoted preventive care and access to basic health screenings across our operations.

The main event took place in Maputo, serving as the central hub of the celebrations, while similar activities were extended across the country, ensuring broader employee participation and impact.

Wellbeing



Psychology Workshop



Interaction Moment



Health Checks



Healthy Meal



Future outlook – from impact to transformation

Key Priorities for Next Year



A proud graduate shows off her Bayport Academy certificate

Building on the momentum of 2025, Bayport Mozambique's priorities for 2026 are organised around deepening impact, strengthening resilience, and accelerating inclusion:

1. Improving customer experience. The increase in complaint volumes in 2025, driven in part by external operational constraints, is our most urgent operational priority. We will intensify our focus on complaint resolution quality, reduce turnaround times, and invest in branch-level service consistency to recover and improve our NPS from its current score of 34.

2. Expanding financial inclusion reach. We will work to increase banking agent coverage beyond the current **46%** of national districts, with particular focus on underserved provinces. The target of **90%** agent coverage across all districts by 2030 will require deliberate and sustained investment in our distribution network.

3. Achieving the 30% female loan origination target. Female loan originations declined slightly to **28.95%** in 2025. Restoring momentum toward the **≥30%** target will require tailored outreach, gender-responsive product design, and stronger partnerships aligned with the 2X Challenge criteria.

4. Deepening financial literacy and wellness. The Bayport Academy and Financial Education Portal will be strengthened with improved content, targeted engagement campaigns, and expanded physical literacy forums, building on the **2,744** new users onboarded in 2025 and the 500 children reached during Savings Month.

5. Embedding the ESG supplier code of conduct. The introduction of a formal ESG supplier code of conduct, planned as part of the 2030 roadmap, will begin with scoping and drafting in 2026, ensuring third-party partners align with Bayport's environmental, labour, and ethical standards.

6. Strengthening people and culture. Following the Elite Employer certification in 2025, we will focus on increasing average training hours per employee to meet the 4-hour target, improving female representation in senior management, and rolling out the findings and action plans from the Group-wide employee engagement survey.

Climate Commitments



Support to the Maputo Municipal Council through the installation of signage bearing awareness messages promoting the responsible use of beaches

The organization has outlined a clear set of environmental commitments centered on transparency, efficiency, and risk integration. Annual tracking and disclosure of Scope 1 and Scope 2 emissions will be maintained, with a focus on reducing electricity consumption through IT optimization and staff awareness campaigns. Climate risk has been formally embedded into governance and financial risk frameworks in response to regulatory requirements, with full operationalisation, including scenario analysis and staff training, planned for 2026. On the operational side, internal resource consumption awareness campaigns will be strengthened to drive meaningful behavioural change among employees, fostering a culture of responsible and sustainable resource use of water, energy, paper and fuel across the organisation, and incentivise on recycling initiatives.

Beyond internal operations, Bayport recognises that lasting environmental impact requires active investment in and collaboration with local entities. This includes directing dedicated funding toward community-based environmental initiatives, in partnership with local entities, municipalities, and civil society organizations. Strategic partnerships with local suppliers and service providers will prioritise environmentally responsible procurement, supporting the growth of a green local economy.



Future outlook – from impact to transformation

Digital Inclusion Strategy



Banking Agent making use of the digital application used for submitting our clients' credit requests

Bayport Mozambique's digital inclusion strategy is both a business imperative and a social mission. In 2025, we achieved **99%** digital loan origination, a milestone that reflects years of investment in platforms, infrastructure, and customer behaviour change.

1. Our strategy for the next phase of digital inclusion is structured around four pillars:

Expanding digital access at the last mile. While **99%** of loans are digitally originated, access to digital services remains uneven across Mozambique's provinces. We will continue to invest in our banking agent network, currently reaching **46%** of districts, and in self-service solutions that allow customers to manage their accounts, make repayments, and access statements without visiting a branch.

2. Leveraging high-penetration channels. With **76%** of customers using smartphones and **92%** on WhatsApp, our digital engagement strategy will increasingly centre on mobile-first communication. We will expand the use of WhatsApp as an additional customer support channel.

3. Deepening the Financial Education Portal. The Bayport Academy Financial Wellness Portal attracted **2,744** new users in 2025. In 2026, we will focus on improving module completion rates through campaigns.

4. Product innovation for underserved segments. The "Back to School" campaign, launched in partnership with ProComputers in 2025, demonstrated the potential of product-linked digital initiatives. We will explore similar partnerships that embed financial access into the everyday economic activities of our customers.

Social Impact Expansion



Students at Incuai Primary School, in the district of Chibuto, sit for the first time in a classroom equipped with funding from Bayport, under the Bayport in Schools project

In 2025, Bayport Mozambique made its most significant commitment to social impact to date: CSI spending increased from **MZN 397,221 to MZN 2.84 million** - a sevenfold increase - reaching **3,541** beneficiaries through 17 projects. CSI spend as a proportion of Net Profit After Tax rose from **0.10%** to **0.40%**.

This growth reflects a maturation in our approach to social impact, from isolated acts of corporate generosity to a structured, measurable investment strategy. As we look ahead, our social impact expansion is guided by four commitments:

Education as the primary lever. Education received **MZN 2.01 million** of our 2025 CSI investment. Through the "Leader of the Future" programme (312 students), Savings Month campaigns (500 children across 10 schools), and secondary school financial literacy sessions, we are building a generation with greater financial capability. In 2026, we will scale these programmes and work toward the target of reaching a minimum of **3,000** beneficiaries annually.

Deepening the employer partnership model. Employer engagements grew from 27 in 2024 to 68 in 2025 — a 152% increase. This network is both a distribution channel and a social impact multiplier, enabling us to reach civil servants, support workplace financial wellness, and advocate for responsible credit practices within institutions.

Gender-focused economic empowerment. Female customers represent **27.38%** of our loan book, and loans originated by women were **28.95%** in 2025, slightly below our **≥30%** target. Aligned with the **2X Challenge** criteria, we will introduce more targeted outreach, product features and agent incentives to reverse this trend and strengthen economic inclusion for women across our markets.

Expanding community wellbeing investment. Beyond financial access, we will increase investments in health, sport, and environmental initiatives - building on the 2025 anniversary health fair, sports programme participation, and environmental awareness campaigns. The goal is to be recognized not merely as a lender, but as a long-term partner in community resilience.



ESG Maturity Roadmap

The roadmap is reviewed annually by the Board and ESG governance structures, with progress reported quarterly to the Bayport Group and disclosed publicly through our annual ESG report.



The roadmap is reviewed annually by the Board and ESG governance structures, with progress reported quarterly to the Bayport Group and disclosed publicly through our annual ESG report.



“ This report is a testament to what we can achieve together, and I am deeply grateful to every team across Bayport Mozambique whose dedication, collaboration, and belief in our ESG vision turned our commitments into real, measurable impact for our customers, our people, and the communities we are proud to serve. ”

Ana Correia, ESG Champion at Bayport Financial Services Moçambique (Mcb), S.A.



Banking agents dedicating themselves
to a spirit of solidarity at the Lhanguene
Old People's Care Home during their
Christmas party.



Statement of use	Bayport Financial Services Moçambique (Mcb), S.A. has reported the information cited in this GRI content index for the period 1 January 2025 to 31 December 2025 with reference to the GRI
GRI 1 used	GRI 1: Foundation 2021

GRI 2: General Disclosures 2021

DISCLOSURE	LOCATION
2-1 Organizational details	Bayport Financial Services Moçambique (Mcb), S.A. 25th September Avenue, n. 1147, 3rd Floor, Maputo City, Mozambique Licensed financial institution, wholly owned subsidiary of Bayport Management Ltd (BML) 11 branches nationwide Operating since 2012 Pg 5–6: Company overview
2-2 Entities included in the organization's sustainability reporting	This ESG report covers all activities of Bayport Financial Services Moçambique (Mcb), S.A.: head office, 11 branches, and sales operations across all 10 provinces of Mozambique. Pg 7: Reporting framework and disclosure
2-3 Reporting period, frequency and contact point	Reporting period: 1 January 2025 to 31 December 2025 Annual frequency Contact point: Ana Correia, ESG Champion, Bayport Financial Services Moçambique (Mcb), S.A. Pg 7: Reporting framework and disclosure
2-4 Restatements of information	No material restatements of information from the prior year ESG report. Pg 7: Reporting framework and disclosure
2-5 External assurance	IFRS Sustainability Disclosure Standards (IFRS S1 and IFRS S2) fully integrated in the Audited Financial Statements for the year ended 31 December 2025. Pg 7: Reporting framework and disclosure
2-5 External assurance	Bayport Mozambique provides consumer loans and savings products to civil servants across Mozambique. Pg 5–6: Company overview Pg 25–26: Supply chain management Pg 25–26: Stakeholder engagement
2-7 Employees	Pg 3–4: Numbers in 2025 – Our People Pg 45–46: Demographics
2-8 Workers who are not employees	Pg 3–4: Numbers in 2025 – Our People Pg 45–46: Demographics
2-9 Governance structure and composition	Pg 11–12: Governance & ESG oversight Pg 17–18: Board oversight structure in 2025
2-10 Nomination and selection of the highest governance body	Pg 17–18: Board oversight structure in 2025
2-11 Chair of the highest governance body	Pg 7–8: Message from the Chairman Pg 17–18: Board oversight structure in 2025
2-11 Chair of the highest governance body	Pg 7–8: Message from the Chairman Pg 11–12: Governance & ESG oversight
2-12 Role of the highest governance body in overseeing the management of impacts	Pg 7–8: Message from the Chairman Pg 11–12: Governance & ESG oversight
2-13 Delegation of responsibility for managing impacts	Pg 11–12: Governance & ESG oversight Pg 13–14: Measuring ESG impact
2-14 Role of the highest governance body in sustainability reporting	Pg 7: Reporting framework and disclosure Pg 11–12: Governance & ESG oversight
2-15 Conflicts of interest	Pg 11–12: Governance & ESG oversight Pg 19–20: Compliance management
2-16 Communication of critical concerns	Pg 21–22: Risk Management Ethical Compliance Framework
2-17 Collective knowledge of the highest governance body	Pg 17–18: Board oversight structure in 2025
2-18 Evaluation of the performance of the highest governance body	Pg 15–16: Material Topics – Governance structures KPIs Pg 17–18: Board oversight structure in 2025
2-19 Remuneration policies	Pg 47–50: Pillar III – People Pension Fund
2-20 Process to determine remuneration	Pg 47–48: Key Human Capital insights
2-21 Annual total compensation ratio	Pg 3–4: Numbers in 2025 – Our People
2-22 Statement on sustainable development strategy	Pg 7–8: Message from the Chairman Pg 9–10: Message from the CEO Pg 5–6: Our ESG foundation
2-23 Policy commitments	Pg 11–12: Governance & ESG oversight Pg 19–20: Key Governance Policies

2-24 Embedding policy commitments
2-24 Embedding policy commitments
2-26 Mechanisms for seeking advice and raising concerns
2-27 Compliance with laws and regulations
2-28 Membership associations
2-29 Approach to stakeholder engagement
2-30 Collective bargaining agreements

Pg 11–12: Governance & ESG oversight Pg 19–20: Compliance management
Pg 34–35: Complaints Management Net Promoter Score & Customer Satisfaction
Pg 21–22: Ethical Compliance Framework Pg 53–54: Employee engagement
Pg 15–16: Pillar I – Our Business Material Topics
Pg 25–26: Stakeholder Engagement
Pg 25–26: Stakeholder Engagement
Pg 47–48: Key Human Capital insights

GRI 3: Material Topics 2021

DISCLOSURE
3-1 Process to determine material topics
3-2 List of material topics
3-3 Management of material topics

LOCATION
Pg 11–12: Governance & ESG oversight Pg 15–16: Material Topics
Pg 11–12: Governance & ESG oversight Pg 15–16: Material Topics
Pg 11–12: Governance & ESG oversight Pg 15–16: Material Topics

GRI 101: Biodiversity 2024

DISCLOSURE
101-1 Policies to halt and reverse biodiversity loss
101-1 Policies to halt and reverse biodiversity loss
101-3 Access and benefit-sharing
101-4 Identification of biodiversity impacts
101-5 Locations with biodiversity impacts
101-6 Direct drivers of biodiversity loss
101-7 Changes to the state of biodiversity
101-8 Ecosystem services

LOCATION
101-1 Policies to halt and reverse biodiversity loss
Not applicable – Bayport Financial Services Moçambique is an office-based financial services provider. Operations do not intersect with protected areas or areas of high biodiversity value.
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GRI 304: Biodiversity 2016

DISCLOSURE
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas
304-2 Significant impacts of activities, products and services on biodiversity
304-3 Habitats protected or restored
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations

LOCATION
Not applicable – Bayport Financial Services Moçambique is an office-based financial services provider. Operations do not intersect with protected areas or areas of high biodiversity value.
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GRI 201: Economic Performance 2016

DISCLOSURE	LOCATION
201-1 Direct economic value generated and distributed	Pg 1-2: Numbers in 2025 – Our Business Pg 9-10: Message from the CEO – We create value
201-2 Financial implications and other risks and opportunities due to climate change	Pg 19-20: Key Governance Policies – Climate Risk Management Policy Pg 21-22: Risk Management
201-3 Defined benefit plan obligations and other retirement plans	Pg 49-50: Pillar III – People Pension Fund
201-4 Financial assistance received from government	Not applicable – no financial assistance received from government. Pg 15-16: Material Topics

GRI 202: Market Presence 2016

DISCLOSURE	LOCATION
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Pg 47-48: Key Human Capital insights
202-2 Proportion of senior management hired from the local community	Pg 17-18: Senior management Pg 45-46: Demographics

GRI 203: Indirect Economic Impacts 2016

DISCLOSURE	LOCATION
203-1 Infrastructure investments and services supported	Pg 36-37: Strengthening communities through CSI investment Pg 59-60: Social Impact Expansion
203-2 Significant indirect economic impacts	Pg 1-2: Numbers in 2025 – Our Customers Pg 31-32: Financial Inclusion, Access and Innovation

GRI 204: Procurement Practices 2016

DISCLOSURE	LOCATION
204-1 Proportion of spending on local suppliers	Pg 25-26: Supply chain management

GRI 205: Anti-corruption 2016

DISCLOSURE	LOCATION
205-1 Operations assessed for risks related to corruption	Pg 19-20: Compliance management Pg 21-22: Risk Management
205-2 Communication and training about anti-corruption policies and procedures	Pg 19-20: Compliance management
205-3 Confirmed incidents of corruption and actions taken	Pg 21-22: Ethical Compliance Framework

GRI 205: Anti-corruption 2016

DISCLOSURE	LOCATION
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Pg 15-16: Material Topics

GRI 207: Tax 2019

DISCLOSURE	LOCATION
207-1 Approach to tax	Pg 23-24: Tax & Supply Chain Management
207-2 Tax governance, control, and risk management	Pg 23-24: Tax & Supply Chain Management
207-3 Stakeholder engagement and management of concerns related to tax	Pg 25-26: Stakeholder Engagement
207-4 Country-by-country reporting	Pg 23-24: Tax & Supply Chain Management

GRI 301: Materials 2016

DISCLOSURE	LOCATION
301-1 Materials used by weight or volume	Pg 27–28: Environmental Footprint
301-2 Recycled input materials used	Pg 27–28: Environmental Footprint
301-3 Reclaimed products and their packaging materials	Pg 27–28: Environmental Footprint

GRI 302: Energy 2016

DISCLOSURE	LOCATION
302-1 Energy consumption within the organization	Pg 25–28: Environmental Footprint
302-2 Energy consumption outside of the organization	Not applicable – Bayport is an office-based financial services company with no production-related external energy consumption. Pg 25–28: Environmental Footprint
302-3 Energy intensity	Pg 27–28: Environmental Footprint
302-4 Reduction of energy consumption	Pg 27–28: Environmental Footprint Pg 57–58: Climate Commitments
302-5 Reductions in energy requirements of products and services	302-5 Reductions in energy requirements of products and services

GRI 303: Water and Effluents 2018

DISCLOSURE	LOCATION
303-1 Interactions with water as a shared resource	Pg 27–28: Environmental Footprint
303-2 Management of water discharge-related impacts	Not applicable – office-based operations only; no industrial water discharge. Pg 27–28: Environmental Footprint
303-3 Water withdrawal	Not applicable – office-based operations only Pg 27–28: Environmental Footprint
303-4 Water discharge	Not applicable – office-based operations only. Pg 27–28: Environmental Footprint
303-5 Water consumption	Pg 27–28: Environmental Footprint

GRI 305: Emissions 2016

DISCLOSURE	LOCATION
305-1 Direct (Scope 1) GHG emissions	Pg 25–28: Environmental Footprint
305-2 Energy indirect (Scope 2) GHG emissions	Pg 25–28: Environmental Footprint
305-3 Other indirect (Scope 3) GHG emissions	Pg 27–28: Environmental Footprint Pg 57–58: Climate Commitments
305-4 GHG emissions intensity	Pg 25–28: Environmental Footprint
305-5 Reduction of GHG emissions	Pg 27–28: Environmental Footprint Pg 57–58: Climate Commitments
305-6 Emissions of ozone-depleting substances (ODS)	Not applicable – office-based financial services operations; no known ODS sources identified. Pg 25–28: Environmental Footprint
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable – financial services operations with no significant NOx/SOx or other significant air emissions. Pg 25–28: Environmental Footprint

GRI 306: Effluents and Waste 2016

DISCLOSURE	LOCATION
306-3 Significant spills	Not applicable – financial services operations with no significant spill risk. Pg 27–28: Environmental Footprint



GRI 306: Waste 2020

DISCLOSURE	LOCATION
306-1 Waste generation and significant waste-related impacts	Pg 27–28: Environmental Footprint
306-2 Management of significant waste-related impacts	Pg 27–28: Environmental Footprint
306-3 Waste generated	Pg 27–28: Environmental Footprint
306-4 Waste diverted from disposal	Pg 27–28: Environmental Footprint
306-5 Waste directed to disposal	Pg 27–28: Environmental Footprint

GRI 308: Supplier Environmental Assessment 2016

DISCLOSURE	LOCATION
308-1 New suppliers that were screened using environmental criteria	Pg 25–26: Supply chain management Pg 57–58: Future outlook
308-2 Negative environmental impacts in the supply chain and actions taken	Pg 25–26: Supply chain management

GRI 401: Employment 2016

DISCLOSURE	LOCATION
401-1 New employee hires and employee turnover	Pg 47–48: Demographics (cont)
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pg 49–50: Pension Fund Pg 53–54: Employee wellness
401-3 Parental leave	Pg 47–48: Key Human Capital insights

GRI 402: Labor/Management Relations 2016

DISCLOSURE	LOCATION
402-1 Minimum notice periods regarding operational changes	Pg 47–48: Key Human Capital insights

GRI 403: Occupational Health and Safety

DISCLOSURE	LOCATION
403-1 Occupational health and safety management system	Pg 11–12: Governance & ESG oversight Pg 21–22: Risk Management Pg 53–54: Employee wellness
403-2 Hazard identification, risk assessment, and incident investigation	Pg 21–22: Risk Management
403-4 Worker participation, consultation, and communication on occupational health and safety	Pg 53–54: Employee engagement and development
403-5 Worker training on occupational health and safety	Pg 53–54: Employee engagement and development
403-6 Promotion of worker health	Pg 53–54: Employee wellness
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pg 19–20: Key Governance Policies
403-8 Workers covered by an occupational health and safety management system	Pg 11–12: Governance & ESG oversight
403-8 Workers covered by an occupational health and safety management system	Pg 11–12: Governance & ESG oversight
403-9 Work-related injuries	Pg 53–54: Employee wellness
403-10 Work-related ill health	Pg 53–54: Employee wellness

GRI 404: Training and Education 2016

DISCLOSURE	LOCATION
404-1 Average hours of training per year per employee	Pg 3–4: Numbers in 2025 – Our People Pg 47–48: Key Human Capital insights Pg 53–54: Employee engagement
404-2 Programs for upgrading employee skills and transition assistance programs	Pg 47–48: Key Human Capital insights Pg 53–54: Employee engagement and development
404-3 Percentage of employees receiving regular performance and career development reviews	Pg 47–48: Key Human Capital insights

GRI 405: Diversity and Equal

DISCLOSURE	LOCATION
405-1 Diversity of governance bodies and employees	Pg 3–4: Numbers in 2025 – Our People Pg 17–18: Board oversight Pg 45–52: Demographics
405-2 Ratio of basic salary and remuneration of women to men	Pg 47–48: Key Human Capital insights Pg 49–52: Diversity, Equity and Inclusion

GRI 406: Non-discrimination 2016

DISCLOSURE	LOCATION
406-1 Incidents of discrimination and corrective actions taken	Pg 49–52: Diversity, Equity and Inclusion

GRI 407: Freedom of Association and Collective Bargaining 2016

DISCLOSURE	LOCATION
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Pg 47–48: Key Human Capital insights

GRI 408: Child Labor 2016

DISCLOSURE	LOCATION
408-1 Operations and suppliers at significant risk for incidents of child labor	Pg 11–12: Governance & ESG oversight

GRI 409: Forced or Compulsory Labor 2016

DISCLOSURE	LOCATION
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Pg 11–12: Governance & ESG oversight

GRI 410: Security Practices 2016

DISCLOSURE	LOCATION
410-1 Security personnel trained in human rights policies or procedures	Pg 11–12: Governance & ESG oversight

GRI 411: Rights of Indigenous Peoples 2016

DISCLOSURE	LOCATION
411-1 Incidents of violations involving rights of indigenous peoples	Pg 11–12: Governance & ESG oversight



GRI 413: Local Communities 2016

DISCLOSURE	LOCATION
413-1 Operations with local community engagement, impact assessments, and development programs	Pg 36–37: Strengthening communities through CSI Pg 59–60: Social Impact Expansion
413-2 Operations with significant actual and potential negative impacts on local communities	Pg 34–35: Complaints Management Net Promoter Score & Customer Satisfaction

GRI 413: Local Communities 2016

DISCLOSURE	LOCATION
414-1 New suppliers that were screened using social criteria	Pg 25–26: Supply chain management Pg 57–58: Future outlook
414-2 Negative social impacts in the supply chain and actions taken	Pg 25–26: Supply chain management

GRI 415: Public Policy 2016

DISCLOSURE	LOCATION
415-1 Political contributions	Pg 15–16: Material Topics

GRI 416: Customer Health and Safety 2016

DISCLOSURE	LOCATION
416-1 Assessment of the health and safety impacts of product and service categories	Pg 31–32: Customer Protection Pg 1–2: Numbers in 2025 – Our Customers
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Pg 15–16: Material Topics Pg 31–32: Customer Protection

GRI 417: Marketing and Labeling 2016

DISCLOSURE	LOCATION
417-1 Requirements for product and service information and labeling	Pg 19–20: Compliance management Pg 33: Financial Awareness and Wellness
417-2 Incidents of non-compliance concerning product and service information and labeling	Pg 15–16: Material Topics
417-3 Incidents of non-compliance concerning marketing communications	Pg 15–16: Material Topics
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Pg 23–24: Information Security and Data Privacy



As part of its social responsibility initiatives, Bayport organized a Solidarity Christmas event at Centro Dom Orione in December 2025, dedicated to bringing joy and entertainment to the children of the center.

