



PROVIDUSBANK
RC 198892

2025

ProvidusBank Sustainability Report

Banking with Purpose. Deeply Rooted
in Sustainability

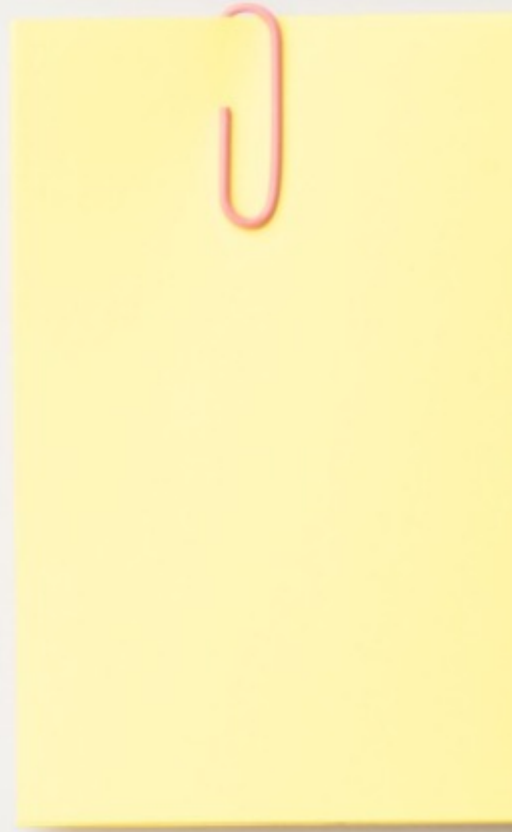
TABLE OF CONTENTS



01	Introduction About this Report Message from our Leaders Our 2025 Performance	PG02
02	About ProvidusBank Who We Are Our Vision, Mission, and Core Our Industry Associations and Memberships Our Awards and Recognition	PG09
03	Our Approach to ESG Governance Sustainability Governance Structure Board Oversight of Sustainability-related Risks and Opportunities Management Oversight of ESG-related Risk and Responsibilities Managing Our Sustainability Risks and Opportunities	PG14
04	ESG at ProvidusBank Our Sustainability Journey Our Sustainability Strategy Materiality Approach Our Material Topics Our Approach to Stakeholder Engagement	PG19
05	Governing Responsibly Corporate Governance Regulatory Compliance Business Ethics Business Continuity and Risk Management	PG29
06	Investing in Our People and Communities Workplace Diversity & Equity Human Capital Management Community Impact Financial Inclusion and Women Empowerment	PG38
07	Innovating for the Future Digital Transformation and Innovation Cyber Security & Data Protection Customer Experience and Service Delivery	PG55
08	Operating Sustainably Responsible Procurement Practices Climate Change Mitigation and Adaptation Sustainable Lending and Investment Opportunities Sustainable Finance Sustainable Resource Management	PG62
09	Appendix List of Abbreviations External Limited Assurance Letter Alignment with the UN Women's Empowerment Principles (WEP) Progress on the Nigerian Sustainable Banking Principles (NSBP) GRI Content Index	PG71

CHAPTER ONE

INTRODUCTION



About this Report

This is ProvidusBank's second sustainability report in a series of annual sustainability reports. Throughout this report, the terms "ProvidusBank" and "the bank" refer to ProvidusBank Limited. This report is ProvidusBank's Environmental, Social, and Governance (ESG) performance disclosure, highlighting how the bank is translating its ESG strategy into action through its policies, procedures, and practices. As ProvidusBank's second sustainability report, it reaffirms the bank's commitment to sustainable banking, responsible growth, and long-term value creation for its stakeholders.

Basis for Preparation

To offer a standardised and robust reporting framework, this report is prepared in a GRI-style format, drawing on the structure, content, and disclosure topics of the Global Reporting Initiative (GRI) Standards for reference purposes. Additionally, the report incorporates relevant elements of the Nigerian Sustainable Banking Principles (NSBP) and highlights the bank's contribution to the United Nations Sustainable Development Goals (UN SDGs) and United Nations Women's Empowerment Principles (UN WEP), thereby ensuring that its commitment to global sustainability objectives, leading industry practices, and relevant sector-specific metrics are adequately represented in its disclosure.

Reporting Period

The disclosed information in this report covers the reporting period from January 1, 2025, to December 31, 2025. Where relevant information outside the primary reporting period is disclosed to provide additional context or clarity, it will be clearly indicated.

Management Acknowledgement

The Management Team acknowledges and recognises its accountability in ensuring the adequacy, accuracy, and integrity of this report. To ensure the correctness of the presented data, the bank employed a rigorous data collection process. This involved collecting from primary sources and reviewing by internal teams to ensure data reliability and completeness.

Mistakes and Errors

If any material or typographical errors are identified after this report is published, they will be rectified and subsequently published on the bank's website and clearly indicated in our 2026 report in a downloadable PDF format.

Message from the Board Chairman

Our Journey towards Fostering a Sustainable Future Forward Bank

2025 was a demanding year. Across Nigeria, businesses and households absorbed the weight of rising costs, a challenging currency environment, and an economy still finding its footing after years of structural pressure. For a bank, moments like these are clarifying. They reveal whether your commitments are genuine or merely convenient.

I am pleased to say that ProvidusBank's commitment to responsible banking held firm. This year, we undertook a thorough review of our entire sustainability strategy, working with external advisors to ensure that our priorities genuinely reflect what matters to our stakeholders. That process gave us four sustainability pillars and sixteen material topics that now anchor everything from our lending decisions to our community investments. It also gave us a clearer sense of accountability, one that this Board takes seriously.

Good governance is not only about preventing bad outcomes. It is about creating the conditions for the right ones. In 2025, every loan we approved was screened for environmental and social risk. Our Board committees received regular updates on ESG performance. Our people were trained, our controls were tested, and our values were practised rather than just stated. The recognition we received, including awards for SME empowerment, environmental stewardship, and workplace culture, reflects that consistency.

This is ProvidusBank's second Sustainability Report, and it is a more mature document than our first. I thank every stakeholder who continues to hold us to a high standard. That expectation is, ultimately, what drives us forward.

Alhaji Hussaini Dikko
Board Chairman



Message from the Managing Director

Our Journey towards Fostering a Sustainable Future Forward Bank

What a bank chooses to do with its position matters. I believe the role of banking is to make the financial lives of our customers and wider stakeholders simpler, more accessible, and more empowering. The businesses we finance, the families we serve, and the communities we operate in are the reason this report exists, and the standard against which everything in it should be measured.

Our customers told us they were more satisfied than ever, with a CSAT score of 76% and a Net Promoter Score of +71, both improvements on the year before. We resolved 99.6% of complaints within our agreed service levels, and our digital channels ran at 98% uptime. These are not just numbers. They represent the daily experience of hundreds of thousands of people who chose to bank with us, and who found that we delivered.

What I am most proud of, though, is the work we did for people who are often overlooked. Small businesses, which account for over 60% of our lending by volume, continued to receive our strongest support. Women entrepreneurs received over 927 million naira in health-focused financing at discounted rates, and more than 3,000 women participated in our financial literacy and business training programmes. We formally signed the WE Finance Code, committing to grow our funding to women-owned businesses by 20% before June 2026. Alongside this, our people gave their time to plant trees, renovate schools, and fill 2,000 boxes with food for families at Christmas. That is the kind of bank we are.

This report is an account of our 2025 sustainability journey. I invite you to read it not as a finished story but as a progress report from an institution that takes its responsibilities seriously and is grateful for everyone who holds it to account.



Walter Akpani
Managing Director /
Chief Executive Officer

Message from the Chief Risk Officer

Our Journey towards Fostering a Sustainable Future Forward Bank



Sustainability is sometimes spoken about as though it exists separately from the core work of banking. In my experience, that separation is where things go wrong. The question of whether a borrower's operations are environmentally sound is a credit question. The question of whether our staff feel safe and fairly treated is a performance question. The question of how climate change will affect the value of the assets on our books is a critical question. When you see it that way, sustainability stops being a separate agenda and becomes simply good management

That is the philosophy that has guided our work in 2025. This year, every single credit facility we approved was assessed for environmental and social risk before disbursement, and 86% of our loan portfolio was classified as low risk under our screening framework. We embedded climate risk formally into our capital adequacy assessment process, meaning that the physical and transition risks posed by a changing climate are now part of how we plan our balance sheet. These are not cosmetic changes. They alter how decisions get made.

On the operational side, we maintained our ISO 22301 Business Continuity certification, completed mandatory crisis response training for all staff, and recorded no cybersecurity breaches or data privacy incidents for the year. We also strengthened our cybersecurity maturity from Sub-baseline to Intermediate level against the CBN's assessment framework and achieved full compliance with the Nigeria Data Protection Act. None of this happens by accident. It reflects the work of teams who treat resilience as a daily practice rather than an annual audit

The risks facing Nigerian financial institutions are growing in complexity, and our responses must keep pace. This report gives you a picture of where we stand today.

Olugbile Erinwusi
Chief Risk Officer and Chairman,
ProvidusBank Sustainability Committee



Our 2025 Performance

- ✓ We are a signatory to the Women's Empowerment Principles (WEP)
- ✓ We have an Environmental, Social and Governance (ESG) rating of '3' as rated by Augusto & Co.
This is an indication that ESG issues have a material impact on the bank's credit risk
- ✓ 100% of loan transactions screened for E&S risk (684 transactions)
- ✓ ISO 22301 certified (Business Continuity Management)
- ✓ ISO 27001 certified (Information Security Management)
- ✓ NDPA compliance as a Data Processor of Major Importance
- ✓ 55% female / 45% male core staff diversity ratio
- ✓ 53% of senior management positions held by women
- ✓ Over 25 CSR initiatives completed; at least 7,927 beneficiaries reached
- ✓ 147,817 active digital banking customers (17% year-on-year growth)
- ✓ 70% of banking services digitised
- ✓ 179,036 previously unbanked individuals reached
- ✓ Installed solar mini-grids across several branch locations

The graphic features a dark background with a glowing orange line graph showing an upward trend. The graph is overlaid on a bar chart. In the background, there are faint images of a laptop and some books. The title 'Economic Performance Snapshot' is written in white text at the bottom of the graphic.

Economic Performance Snapshot

21 Total number of branches

99 Total number of ATMS

Total number of employees

1,283 Core Staff | **391** Contract Staff

Total number of female employers

711 Core Staff | **149** Contract Staff

Total amount loaned

₦511.44 bn

Total amount and percentage spent with local suppliers

₦22.6 bn 100% of procurement spend directed to local Nigerian suppliers

Total CSR spend

₦3,891,545,098.75

EBITDA

₦118,201,582,000.00

Profit before tax

₦26,009,807,000.00

Profit after tax

₦19,211,405,000.00

CHAPTER TWO



About ProvidusBank

About ProvidusBank:
Who We Are

About ProvidusBank:
Corporate Philosophy



About ProvidusBank

Who We Are

ProvidusBank Limited is a licensed commercial bank that provides banking services to individuals and businesses. Our strategic ambition is to be the foremost bank in Nigeria in service quality and private banking, and to be among the top 3 banks in SME banking. ProvidusBank's competitive advantage in private, institutional, business and personal banking is driven by its philosophy of supporting and creating value for institutions, agencies, small and medium-sized enterprises (SMEs), and high-net-worth individuals (HNIs). Our business development strategy also focuses on developing and collaborating to support Nigeria's non-oil (emerging) sectors, including agriculture, mining, hospitality, e-commerce, and art & entertainment.

ProvidusBank offers tailored financial services to meet the needs of our customers through our five (5) key business segments:

KEY BUSINESS SEGMENTS



**Digital Banking
& E-Business**



**Corporate
Banking**



**Institutional
Banking**



**Personal & Private
Banking**



**Commercial
Banking**

At ProvidusBank, we embrace a new model of banking that is fast, smart, personal, and borderless. Our tailored financial services delivery includes the following:

Tailored Financial Services

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

About ProvidusBank

Our Vision, Mission, and Core Values



Vision

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



Mission

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

Our Core Values

Integrity

Tenacity

Excellence

Teamwork

Entrepreneurial Spirit

The People we stand with Globally

Our Industry Associations and Memberships



Nigerian Sustainable Banking Principles (NSBP)



Chartered Institute of Bankers of Nigeria (CIBN)



Financial Reporting Council of Nigeria (FRCN)



Financial Markets Dealers Association (FMDA)



Association of Chief Audit Executives of Banks in Nigeria (ACAEBIN)



Committee of e-Business Industry Heads (CeBIH)



Committee of Heads of Bank Operations (CHBO)



UN Women's Empowerment Principles (WEP)



Bank Directors Association of Nigeria (BDAN)



Association of Corporate and Marketing Communication Professionals in Nigerian Banks (ACAMB)



Chartered Risk Management Institute of Nigeria (CRMI)



International Chamber of Commerce Nigeria (ICCN)



Committee of Chief Information Security Officers of Nigerian Financial Institutions (CCISONFI)



Association of Chief Compliance Officers of Banks in Nigeria (ACCOBIN)



West African Bankers Association (WABA)

Our Awards and Recognition

Our efforts in building a sustainable financial institution did not go unnoticed. This year, we received several notable awards, including:



Environmental Stability
Bank of the Year
African Cleanup
Initiative (ACI) | 2025



SME Empowerment
of the Year
BAFI Awards | 2025



Outstanding Financial Growth
and Strategic Expansion
BAFI Awards | 2024



Second Best Place to Work
in Banking
Great Place to Work | 2025



Second Best Place to Work
Nationwide (Large Category)
Great Place to Work | 2025



Fun and Friendly Culture
Category
Great Place to Work | 2025



Caring Workplaces
Award
2025



International Payment
Card of the Year Award



Most Customer Friendly
Bank
Delta State Bankers
Committee | 2025



Compliance in Failed
Transaction Resolution
Delta State Bankers
Committee | 2025

CHAPTER THREE

Our Approach to ESG Governance

Since commencing operations in 2016, ProvidusBank has remained committed to sustainability and environmental, social and governance (ESG) principles as embedded in its strategy. This commitment is reflected in the bank's core values and risk framework, which guide business activities and decisionmaking.

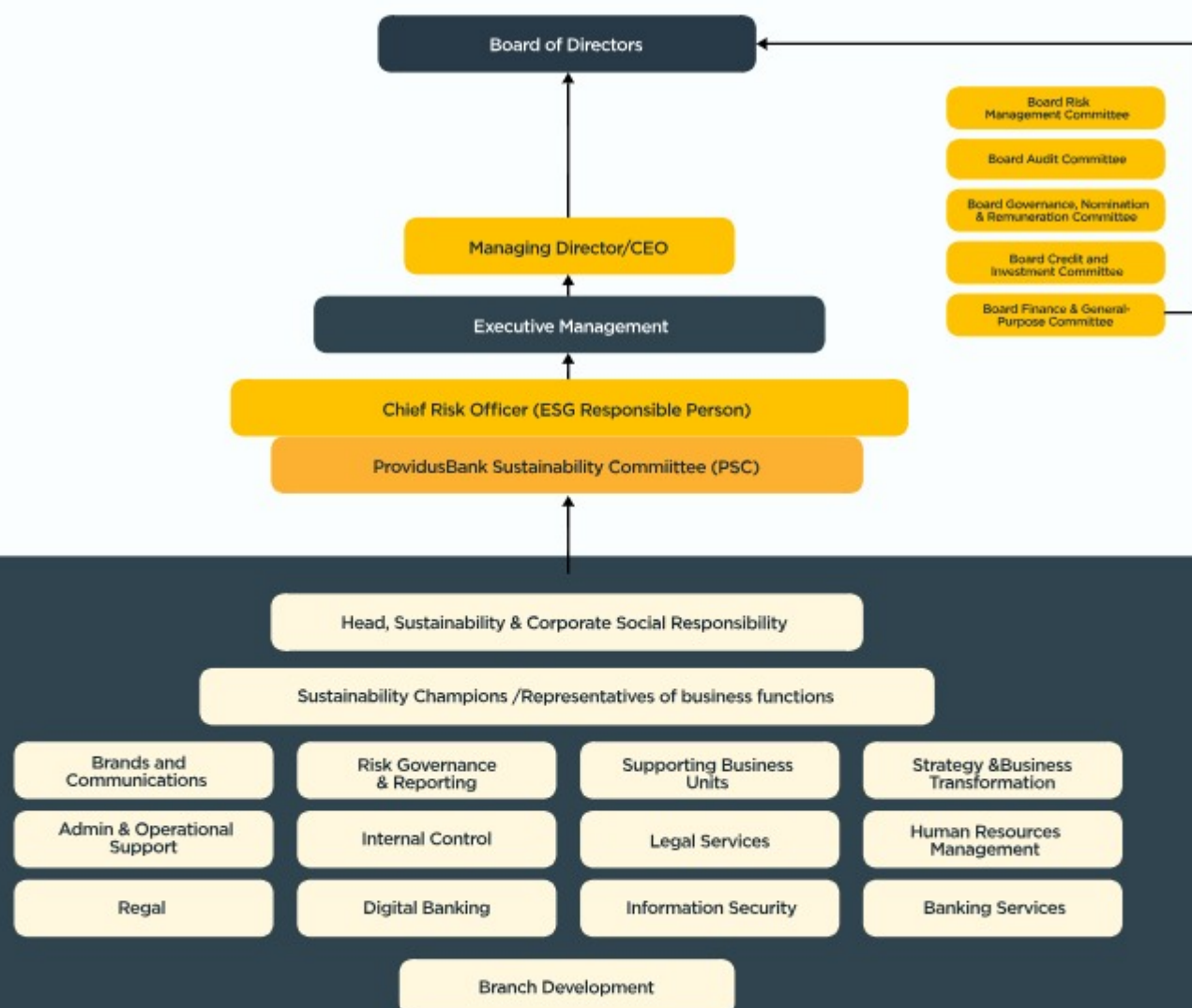


Sustainability Governance Structure

ProvidusBank understands the importance of efficient leadership in achieving a strong sustainability performance. To ensure proper guidance of ESG-related activities, risks and opportunities within the bank, our sustainability governance structure identifies ESG responsible parties and their roles and responsibilities.

ProvidusBank Sustainability Committee

The ProvidusBank Sustainability Committee oversees the identification, assessment, and ongoing management of the bank's sustainability-related risks and opportunities. It is made up of representatives from various business functions who support the ProvidusBank Sustainability Committee in driving bank-wide sustainability integration.



Board Oversight of Sustainability-related Risks and Opportunities

The Board Risk Management Committee requires ESG competency and is tasked with strengthening the Board's ESG capabilities, ensuring that its members undertake at least one sustainability-related training biannually. The Board Risk Management Committee meets at least once every quarter or as the need arises. The ProvidusBank Sustainability Committee reports directly to the Board Risk Management Committee on all sustainability-related issues within the bank.

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

Sustainability Risk Oversight

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

Regulatory Compliance

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

Performance Monitoring

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

Sustainability Policy Development

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

Management Oversight of ESG-related Risks and Opportunities

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

The responsibilities of the Management Team include the following:

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

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

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

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

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



Managing Our Sustainability Risks and Opportunities

Our risk management process encompasses the steps we take to identify, assess, mitigate and treat the spectrum of sustainability and climate-related risks the bank may be exposed to. It provides a structured, consistent approach to embedding sound risk management practices across the bank. This includes risk identification, risk assessment and qualification, risk mitigation and control, and risk monitoring and reporting.

This approach enables us to anticipate emerging issues, plan proactively, and implement informed strategies and action plans that effectively mitigate risks while unlocking potential opportunities. In addition, we categorise the expected impacts of identified risks as high, medium, or low to ensure that management efforts and resources are prioritised appropriately.

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

Risk Avoidance

Under this approach, the bank makes decisions that will attempt to isolate itself from further contact with such risk.

Risk Acceptance

Under this approach, the bank acknowledges and accepts the risk and takes risk mitigating steps where the benefit of mitigating outweighs the cost or loss to be incurred, should the risk materialise.

Risk Reduction

Under this approach, the bank acknowledges the risk and takes steps to reduce the risk of likelihood and/or impact.

Risk Sharing

Under this approach, the bank seeks to share the identified risks with various other parties, e.g., through insurance.

This structured framework strengthens our ability to respond to evolving sustainability demands and supports resilient, forward-looking decision-making across the bank.

CHAPTER FOUR

ESG at ProvidusBank



As a responsible lender, ProvidusBank recognises the importance of environmental and social considerations to achieving its objectives and proactively manages related risks and opportunities to reduce, mitigate, and manage its environmental footprint.

Our Sustainability Journey

Year	Milestones
2020	SME Program Launch: Launched the ProvidusBank SME Program, supporting small and medium enterprises across Nigeria.
2021	Recycling Partnership: Partnered with FREEE RECYCLE LIMITED, one of Nigeria's first tyre recycling businesses
2022	ProvidusBank Eco Card: Launched Nigeria's first eco-friendly payment card, pioneering sustainable banking solutions
2023	Regal Women Launch: Launched the Regal Women initiative, furthering our commitment to women's empowerment and gender equality
2024	Development Bank Nigeria Award: DBN PFI with the highest disbursement to the livestock value chain Great Place to Work: Certified as a Great Place to Work
2025	Sustainability Charter: Established a comprehensive Sustainability Charter across 14 departments Sustainability Strategy: Developed the ProvidusBank sustainability strategy with ESG advisory from KPMG Signatory to UN WEP: Become a signatory to the UN Women's Empowerment Principles (WEP) 1st Sustainability Report: Published the first standalone sustainability report

Our Sustainability Strategy

At ProvidusBank, sustainability is not a separate agenda – it is central to how we define success, create value, and contribute to national development. Shaped by meaningful stakeholder input, our sustainability strategy sets a clear implementation roadmap with defined actions and timelines to advance the bank's sustainability ambitions and monitor progress across its operations.

Sustainability Vision

Our vision is to redefine banking as a catalyst for environmental and social good – one that fuels inclusive prosperity, protects the environment, and secures a thriving future for Nigeria.

Guiding Principles

These principles guide how we handle our operations and business activities, showing our commitment to responsible, sustainable business practices.

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

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

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

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

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

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

Sustainability Pillars

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



Materiality Approach

In 2025, the bank conducted a thorough materiality assessment to ensure a holistic view of the sustainability topics that are most pertinent to its business and stakeholders. The materiality assessment process enables the bank to identify the most relevant ESG priorities that significantly influence its operations, performance, and strategic direction; understand stakeholder expectations and sustainability priorities; and shape the foundations for embedding the bank's ESG risks and opportunities into its strategy.

The materiality assessment incorporated insights and feedback from both internal and external stakeholders, including employees, directors, investors, regulators, rating agencies, vendors, government agencies, civil societies, and customers. The outcome highlights the issues considered most material by each stakeholder group, providing a prioritised list of topics that reflect their expectations and priorities.

Our Material Topics

Our materiality matrix highlights the importance of the top 16 material topics, prioritised by their relevance to ProvidusBank's internal and external stakeholders



ProvidusBank Internal Stakeholders

S/N	Category	Material Topics	Why it Matters	ESG Capital Impacted
1	Governance	Corporate Governance	Effective board composition, structure, and oversight of ESG risks, including compliance with regulatory standards and ethical practices	Intellectual Capital
2	Social	Workplace Diversity & Equity	Includes consideration for diversity in the workforce, management, and board of directors, as well as broader considerations such as inclusivity, equal opportunity, and representation	Human Capital
3	Governance	Regulatory Compliance	Monitoring, ensuring and reporting compliance with all relevant laws, regulations, and standards set by regulatory bodies like CBN and SEC	Social and Relationship Capital
4	Governance	Business Ethics	Commitment to ethical business conduct through strict adherence to anti-bribery, anti-corruption, and AML/CFT regulations, supported by policies, training, and risk management practices to prevent financial crime and safeguard the business	Social and Relationship Capital
5	Social	Financial Inclusion and Women Empowerment	Ensuring equal access to financial services and providing financial literacy education for underserved communities, alongside initiatives that enhance women's access to finance, entrepreneurship training, and economic participation through specialised products and programs	Social and Relationship Capital
6	Social	Community Impact	Engagement with local communities to promote inclusive development, mitigate adverse impacts, and support social well-being through programmes, infrastructure, and partnerships	Social and Relationship Capital
7	Social	Customer Experience and Service Delivery	Ensuring quality service delivery, data privacy, and fair customer treatment by providing a seamless, accessible, and positive experience across all touchpoints	Social and Relationship Capital
8	Governance	Business Continuity and Risk Management	Process of identifying, assessing, and mitigating a comprehensive range of threats, including financial, operational, reputational, ESG, credit or systemic risks, to ensure operational resilience through succession planning and recovery from these threats	Intellectual Capital
9	Social	Human Capital Management	Attraction, development, and retention of diverse talent while promoting inclusivity, equal opportunity, and representation. Ensuring compliance with health, safety, and work-life balance practices, alongside robust human rights policies and a culture of respect and inclusion	Human Capital

S/N	Category	Material Topics	Why it Matters	ESG Capital Impacted
10	Social	Digital Transformation	Strategic integration of digital technology into all aspects of a business, transforming how the bank operates and delivers value to customers by redesigning processes, culture, and customer experiences to meet changing market demands	Intellectual Capital
11	Governance	Cyber Security & Data Protection	Exposure to various cyber threats and attacks initiated within the country of location and/or from an external country, as well as considerations for the end-to-end security of data, including customer privacy	Social and Relationship Capital
12	Economic	Sustainable Lending and Investment Opportunities	Integration of ESG criteria into financial decision-making, considering both financial returns and their impact on society and the environment, thereby informing both investment processes and credit analysis	Financial Capital
13	Social	Responsible Procurement Practices	Assessing and managing ESG-related risks associated with the entire supply chain, including issues such as sustainable material sourcing, labour practices and human rights issues across the bank's supply chain	Social and Relationship Capital
14	Environmental	Sustainable Resource Management	Efficient use of energy, water, and other resources across the bank's operations, including powering data centres, conservation initiatives, responsible water use and effluent treatment, paper reduction, adoption of eco-friendly alternatives, and proper waste classification and management	Natural Capital
15	Economic	Sustainable Finance	Framework for channelling funds towards environmentally and socially beneficial activities, including green loans, bonds, and advisory services to promote sustainable development	Financial Capital
16	Environmental	Climate Change Mitigation and Adaptation	Identification, assessment, and management of climate-related risks and opportunities through adaptation and mitigation strategies and supporting clients in transitioning to a low-carbon economy. This includes measuring, reducing, and reporting emissions across Scope 1 (direct), Scope 2 (indirect from purchased energy), and Scope 3 (value chain) activities	Natural Capital

Note: This materiality assessment result is for the year 2025 and is subject to review every year or biennially, as deemed fit by ProvidusBank.

Our Approach to Stakeholder Engagement

At ProvidusBank, we aim to create long-term value by deeply understanding the expectations and priorities of our key stakeholders and the ESG factors shaping our sector. Consistent and effective stakeholder communication ensures that our stakeholders are informed and, where appropriate, consulted on our goals, vision, and ongoing activities. As a responsible bank, we will continue to prioritise stakeholder engagement to gather constructive feedback, promote open dialogue, strengthen the trust and collaboration needed to achieve shared outcomes, ensure accountability, and drive long-term success for our stakeholders and the business.

Stakeholder Type	Group	Purpose of Engagement	Engagement Channel	Frequency
Internal	Board of Directors	Strategic corporate oversight and alignment Governance and accountability Informed decision-making Risk awareness and management Driving organisational culture and tone	Quarterly report Annual performance review Bank's intranet portal HRM communications Regular meetings Newsletters	Ongoing (ad-hoc) Quarterly As required
Internal	Shareholders	Strategic capital deployment Financial sustainability and scenario analysis Business continuity Dividend payment Sustainability and impact report	Quarterly report Annual performance review Bank's intranet portal HRM communications Regular meetings Newsletters	Ongoing (ad-hoc) Quarterly Annually As required
Internal	Investors	The bank's operational and financial performance Business strategy, outlook and growth prospects Foster stronger relationships and build trust amongst investors	Annual general meetings Extraordinary general meetings Bank's Website Emails	Ongoing (ad-hoc) Biannually As required
Internal	Employees	Business and functional strategy Business performance updates Compensation & benefits Career growth People management initiatives Training & development Elevate customer satisfaction Strengthen organisational culture	Annual performance review Bank's intranet portal HRM communications Feedback mechanism Regular meetings Newsletters	Ongoing (ad-hoc) Monthly Quarterly Annually As required

Stakeholder Type	Group	Purpose of Engagement	Engagement Channel	Frequency
External	Regulators	Regulatory compliance Tax compliance and transparency Anti-corruption and bribery Leadership and corporate governance Influence policy and regulatory development	Regulatory compliance report Regulatory reviews Meetings (virtual and in-person) Formal written correspondence Regulatory Reporting Portals Regulatory Audit and Inspection Workshops, seminars, capacity building	Ongoing (ad-hoc) Monthly Quarterly Annually
External	Customers	Understand customers' needs and expectations. Provide information on products and services and improve product/service development Gather feedback on customer experience and service delivery Strengthen trust and long-term customer relationships Build and strengthen knowledge of the banking industry	Branch visits Interactions through relationship managers Complaint lines Customer surveys Social media Emails	Ongoing (ad-hoc)
Internal	Investors	The bank's operational and financial performance Business strategy, outlook and growth prospects Foster stronger relationships and build trust amongst investors	Annual general meetings Extraordinary general meetings Bank's Website Emails	Ongoing (ad-hoc) Biannually As required
Internal	Employees	Business and functional strategy Business performance updates Compensation & benefits Career growth People management initiatives Training & development Elevate customer satisfaction Strengthen organisational culture Support community building Reduce churn and engage customers	Annual performance review Bank's intranet portal HRM communications Feedback mechanism Regular meetings Newsletters	Ongoing (ad-hoc) Monthly Quarterly Annually As required
External	Government	Collaborative economic, social, and environmental initiatives towards national advancement	One-on-one meetings Industry events Virtual meetings, where there is a business related invitation	As required

Stakeholder Type	Group	Purpose of Engagement	Engagement Channel	Frequency
External	Rating Agencies	Compliance with regulations Build and enhance reputation Provide insight on policy development Prevent conflict, mitigate risks and gain insights on emerging regulatory trends	Email Official phone conversations Knowledge-sharing sessions/seminars Courtesy visits Market reports Newsletters and brochures Training sessions Various Media, e.g., blogs, webinars, social media	Ongoing (ad-hoc) As required
External	Media	Education and public awareness creation of the banking industry and ProvidusBank specifically Contribution to the Nigerian economy through products and services rendered	Discussions held on radio and television stations Interviews with key business media on relevant reporting Daily telephone interaction regarding media inquiry Email interaction regarding media inquiries Engagement through social media platforms	Daily Ongoing (ad-hoc) As required
External	Vendors/Suppliers	Ethical procurement Sustainable supply chain management Open selection process Pricing and contracts negotiation Request for proposal and invitation to bid	Supplier meetings and reviews Supplier training workshops Service level agreements Monitoring exercises to evaluate supplier performance	Ongoing (ad-hoc) Quarterly Annually
External	Civil Society/Community partners	Stakeholder inclusion and social licence to operate Delivery of social and environmental programmes. Risk mitigation and conflict sensitivity	Annual performance review Bank's website Regular meetings Newsletters	Ongoing (ad-hoc) As required



PROVIDUSBANK



YOUR CARD FOR EVERY ADVENTURE

Whether you're booking flights, streaming your favorite shows, or shopping global brands, the Providus Platinum Mastercard keeps you connected.

- \$3,000 monthly international spend limit
- Airport lounge access
- International e-commerce discounts
- Exclusive lifestyle offers

Card delivery is **FREE** nationwide

For more information, please call our Business Concierge on **070077684387, 02012270200** or email **businessconcierge@providusbank.com**.





CHAPTER FIVE

Governing Responsibly

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



Alhaji Hussaini Dikko
Chairman



Walter Akpani
Managing Director /
CEO



Kingsley Aigbokhaevbo
Deputy Managing
Director



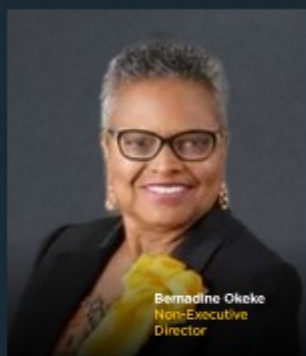
Deoye Ojuroye
Executive Director/
Chief Financial Officer



Chuka Ezenka
Non-Executive
Director



Maurice Onokwai
Non-Executive
Director



Bernadine Okeke
Non-Executive
Director



Funmi Agusto
Non-Executive
Director



Dr. Belinda Bobby Dial
Non-Executive
Director



Mahmud B. Tukur
Non-Executive
Director

Corporate Governance

The Board of Directors is primarily responsible for overseeing the bank's strategic direction and governance. Its key responsibilities include setting the bank's strategic objectives, defining its main goals, upholding high standards of corporate governance, providing oversight, and supervising the performance of senior management. Our Board of Directors is comprised of professionals with expertise across finance, law, accounting, and corporate governance.

As of December 2025, the Board comprised two (2) female and eight (8) male directors. Three (3) board members received training on anti-corruption and anti-money laundering in 2025

Our Leadership and Oversight Structure

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

**Board Finance
and General
Purposes**

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

**Board
Governance,
Nomination and
Remuneration
Committee**

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

**Board Audit
Committee**

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

**Board Risk
Management
Committee**

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

**Board Credit and
Investment
Committee**

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

**Board Cyber
Security Committee**

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



Governing Responsibly

Regulatory Compliance

ProvidusBank maintains the highest compliance standards, ensuring business operations are conducted in a sound and ethical manner and in adherence to all applicable laws and regulations. The bank ensures adherence to regulatory and legislative frameworks through a robust risk management framework and comprehensive policies. The bank conducts regular compliance audits, strengthens internal controls, enhances its anti-money laundering and countering the financing of terrorism (AML/CFT) systems, trains staff, provides regular governance and compliance updates to the Board, and monitors regulatory changes to ensure continuous compliance.

Number of incidents of non-compliance with sustainability related laws or regulations recorded in 2025

0

Percentage of operations/bank branches compliant with relevant regulations in 2025

100%

Number of regulatory non-compliance cases closed out in 2025

16

Number of times regulatory compliance performance reports were presented to the Board in 2025

12

Percentage of employees who received compliance or ethics training in 2025

100%

Number of compliance audits performed in 2025

8

In 2025, ProvidusBank had no incidents of sustainability-related non-compliance, and 12 monthly regulatory compliance performance reports were presented to the Board.

Business Ethics

We are committed to fair business practices and the highest ethical standards. We recognise that strong business ethics form the foundation for trust, responsible decision-making, and lasting value creation. Accordingly, we embed ethics and compliance into every aspect of our operations. Our Code of Professional Conduct and Oath of Secrecy provide the primary frameworks that guide ethical behaviour across our operations.

Ethical Business Conduct

The bank maintains a culture of integrity, zero tolerance for corruption, and robust ethical oversight, thereby protecting stakeholders and sustaining trust across its operations. The bank's Compliance, Internal Control, and Internal Audit departments oversee the management of anti-bribery, anti-money laundering, facilitation payments, and conflicts of interest risks, in line with the bank's Code of Conduct.

We conduct periodic lifestyle reviews for employees in strategic business units to detect and prevent corruption or money-laundering activities. Additionally, our due diligence and risk assessment model discourages unethical behaviour and ensures that third-party vendors and business partners uphold the same high ethical standards.

Anti-corruption

ProvidusBank has a strict zero-tolerance approach to financial crime risks, such as money laundering, terrorist financing, sanctions, fraud, bribery, corruption, tax evasion, and any such offences. The bank maintains anti-corruption and anti-money laundering policies that are regularly reviewed and updated by the Board. The bank communicated its anti-corruption and AML policies to staff and hosted them on the bank's intranet page for all employees to read and acknowledge.

In the reporting year, some members of the Board, senior management and some employees of ProvidusBank across the various levels completed mandatory training on ethics, anti-corruption and anti-money laundering.

Total number of employees (Core staff) who have received training on anti-corruption and anti-money laundering in 2025

1,034^{LA}

Total number of Senior Management Staff who have received training on anti-corruption and anti-money laundering in 2025.

23^{LA}

Total number of Board members who have received training on anti-corruption and anti-money laundering in 2025

3^{LA}

In the reporting year, four (4) operations were assessed for financial crime risk. However, there were no indications of bribery or money laundering during the assessments.

In the reporting year, four (4) operations were assessed for financial crime risk. However, there were no indications of bribery or money laundering during the assessments.

Total number of operations assessed for risk related to corruption (Bribery, money laundering, etc.) in 2025

4

Total number of confirmed incidents of bribery or corruption recorded in 2025

0

Total number of confirmed incidents where Board members were dismissed or disciplined for corruption in 2025

0

Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption

0

Total number of confirmed incidents in which employees were dismissed or disciplined for corruption in 2025

0

Percentage of high-risk business units that have undergone anti-corruption risk assessments in 2025

100%

Total amount of monetary losses due to legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations in 2025

0

Percentage of operations assessed for risks related to corruption in 2025

100%



Whistleblowing

Our whistleblowing policy allows employees to anonymously report unethical behaviour, facilitated through a dedicated portal hosted by a reputable consulting firm. We also ensure that no employees are intimidated or face retaliation due to blowing the whistle on suspected cases of unethical or criminal behaviour. We also ensure that our new employees are familiarised with the bank's stance on fostering ethical business conduct. This is communicated early on during induction/onboarding, with ongoing training to reinforce our business principles further.

All suspected unethical or non-compliant activities can be reported through our whistleblowing channels below:

Email: <https://tip-offs.deloitte.com.ng> or whistle_blowing@providusbank.com
Call: 080 0747 6337 (0800TIPOFFS).



Business Continuity and Risk Management

ProvidusBank has a robust Business Continuity and Risk Management framework designed to ensure operational resilience and long-term business sustainability. The bank has a Business Continuity policy guiding our business continuity activities and is ISO 22301 (International Organisation for Standardisation – Business Continuity Management System) certified. The bank's dedicated Business Continuity Manager, reporting directly to the Chief Risk Officer (CRO), oversees the implementation, monitoring, and continuous improvement of business continuity measures across business functions.

Business Continuity

Some of the major risks likely to impact the continuity of the bank's business operations include IT outages, infrastructure failures, and people-related risks. To mitigate these, the bank has implemented a comprehensive cybersecurity playbook covering 10 potential cyber scenarios, fully integrated with our business continuity plans. These plans are reviewed annually, or after any major disruption, with updates informed by meetings with the Incident Response Team led by the CRO. Additionally, staff awareness and preparedness are central to our continuity strategy, and we conduct mandatory training programmes to ensure employees at all levels understand their roles in crisis management.

Business Continuity Performance	Response
What is the average downtime (in hours) experienced during the last disruption or system outage in 2025	Average in the year – 2 hrs 6 mins Last system outage – 2 hrs 23 mins
Percentage of staff trained on business continuity or crisis response in 2025	100%
Number of business continuity drills planned in 2025	8
What percentage of business continuity drills or simulations planned for 2025 were conducted	87.5%
Amount allocated to business continuity and disaster recovery initiatives in 2025	₦10,563,340.00

Note: Eight (8) business continuity drills were planned for the year; however, one (1) of those (a failover test) was not conducted due to a change freeze.



Risk Management

Risk management is crucial for banks as it ensures the identification and mitigation of emerging risks, supports adherence to regulatory requirements in a heavily regulated industry, and reduces exposure to financial and operational losses. Risk management also protects stakeholder interests and strengthens the bank's capacity to deliver sustained performance and lasting value. Our risk register is updated monthly to capture ESG risks, with reports presented quarterly to the Board. The bank integrates ESG considerations into lending and investment decisions as part of its efforts to align with regulatory requirements.

Financial Risk

In 2025, GCR Ratings affirmed ProvidusBank's national scale long-term and short-term issuer ratings of BBB-(NG) and A3(NG), respectively, with the outlook revised to Evolving

This affirmation serves as an endorsement of the credit risk, liquidity strength, and capitalisation progress the bank made despite a challenging macroeconomic environment in the year 2024. It reflects the strength of our strategy, the impact of our digital and deposit mobilisation initiatives, and most importantly, the dedication and performance of our people.



ESG Risk

All projects submitted to the bank for financing consideration are classified into 3 risk categories in line with the IFC Performance Standards:

Category A
High Potential
Negative Impact

Category B
Medium Impact

Category C
Minimal or No
Adverse Impact

Each category follows tailored approval processes, due diligence checklists, and monitoring frameworks. Sustainability risks in loan creation are assessed against an exclusion list, with corrective and preventive measures incorporated into client agreements. Climate-related risks form part of Pillar II risks in the annual Internal Capital Adequacy Assessment Process (ICAAP), informing capital planning, budgeting, and corporate strategy

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

CHAPTER SIX

Investing in Our People and Communities



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

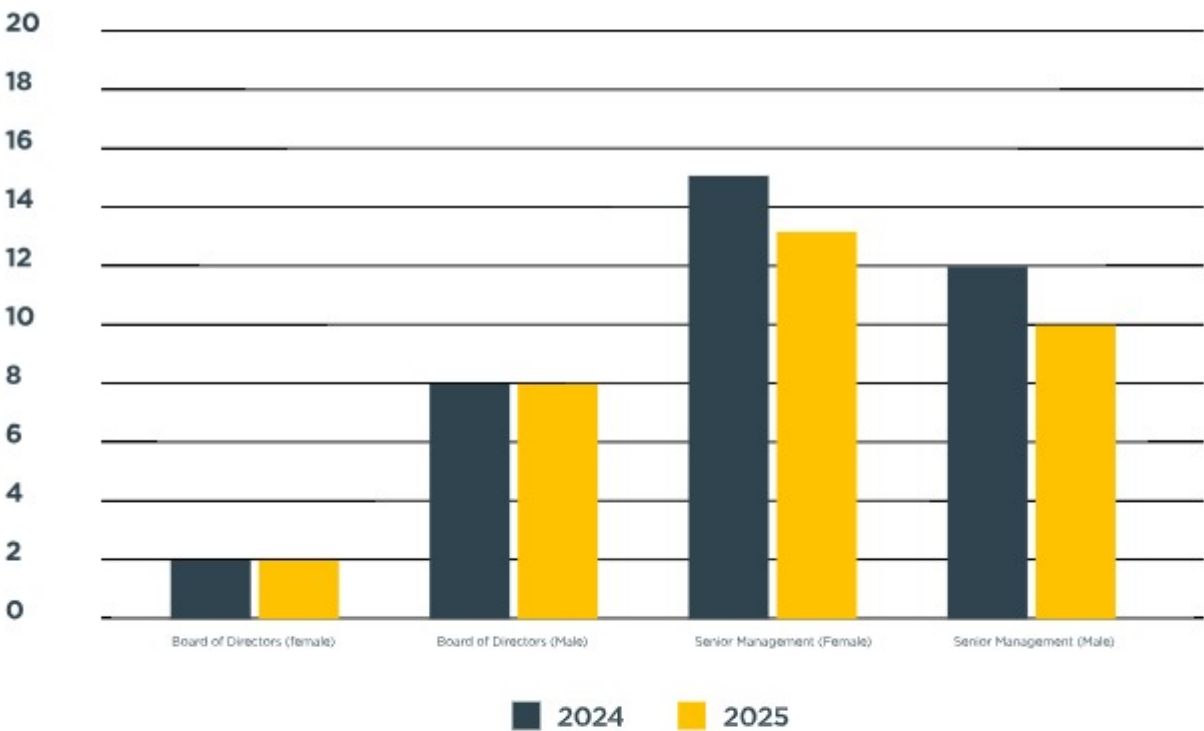
Workplace Diversity & Equity

ProvidusBank is committed to fostering an inclusive and equitable workplace grounded in our People First philosophy. Diversity, equity, and inclusion (DEI) sits at the heart of our culture, strengthens innovation, deepens employee engagement, and enhances our ability to serve a diverse customer base across Nigeria. ProvidusBank promotes DEI through various initiatives, such as diversity-focused recruitment practices, career development policies that support equal growth opportunities, and inclusive training and awareness programmes for all employees.

Our HR policy articulates our commitment to fairness and equal opportunity.

In 2025, the bank has a headcount of 1,674 total staff – 1,283 core staff and 391 contract staff. All the bank’s staff are Nigerian nationals, and the bank also has one (1) employee with disability. ProvidusBank is committed to ensuring a discrimination-free workplace where all employees are granted equal rights and opportunities, as aligned with the bank’s commitment to inclusivity and diversity

Senior Management and Board Gender Diversity (2024-2025)



Total Employee Gender Diversity (2024-2025)

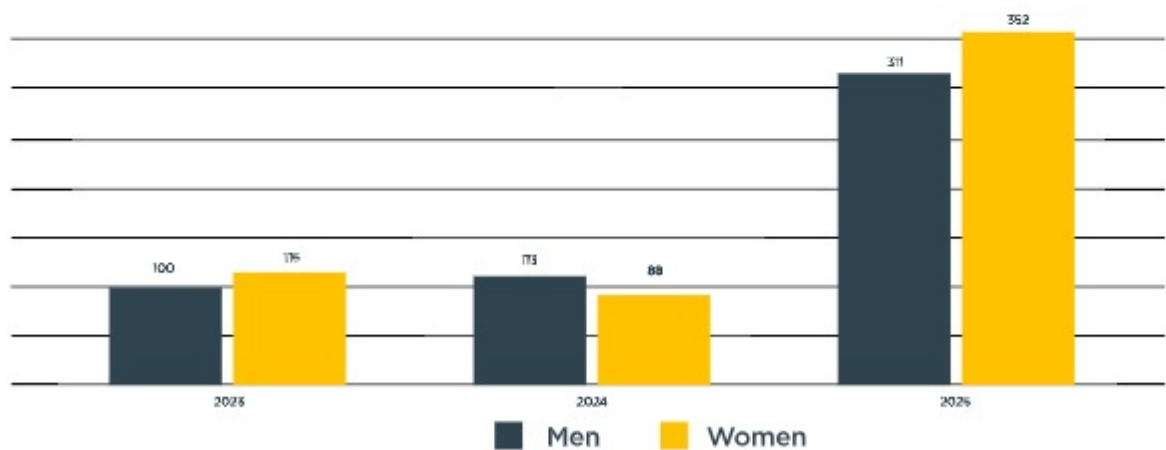


The table below highlights the gender diversity of our core staff.

2025 Employee Gender Diversity (Core Staff)	Count	Percentage
Board of Directors (Female)	2 ^{LA}	20%
Board of Directors (Male)	8 ^{LA}	80%
Total	10 ^{LA}	100%
Senior management (Female)	13 ^{LA}	53%
Senior management (Male)	10 ^{LA}	47%
Total	23 ^{LA}	100%
Total employees (Female)	711 ^{LA}	55%
Total employees (Male)	572 ^{LA}	45%
Total	1,283 ^{LA}	100%
Graduate Hires (Female)	0	-
Graduate Hires (Male)	0	-
Total	0	-
Experienced Hires (Female)	202	63%
Experienced Hires (Male)	117	37%
Total	319	100%

In 2025, 311 male and 352 female employees were promoted. This was a significant increase from previous years

Number of Promoted employees



The most represented age groups in our workforce are staff aged 26 to 30 and 31 to 40, making up approximately 80% of our staff headcount.

2025 Employee categorization by age	Count	Percentage
18 - 25	12 ^{LA}	0.9%
26 - 30	312 ^{LA}	24.3%
31 - 40	698 ^{LA}	54.4%
41 - 50	224 ^{LA}	17.5%
51 - 60	34 ^{LA}	2.7%
61 and above	3 ^{LA}	0.2%
Total	1,283	100%

The ratio of basic salary and remuneration of female employees to male employees across all employee levels is 1:1.05 for the year under review.

2025 Staff Remuneration	Ratio
Ratio of the basic salary and remuneration of females to males in the Top Management level	0.58
Ratio of the basic salary and remuneration of females to males in the Middle Management level	0.91
Ratio of the basic salary and remuneration of females to males in the Low Management level	1.28
Ratio of the basic salary and remuneration of females to males across all employee levels	1.05



Human Capital Management

ProvidusBank is committed to employee well-being, ensuring fair treatment, protecting employee rights, guiding ethical conduct, and promoting employee work-life balance. The bank is committed to empowering employees through comprehensive personal and professional development initiatives.

Talent Attraction and Retention

ProvidusBank is committed to fostering a supportive and inclusive workplace, prioritising employee well-being and career growth. We also hire the best minds and implement employee retention strategies to retain our best talent. Our policies, benefits, and culture help attract and engage employees and support professional development. Our employee turnover rate in 2025 was 6.9%

Talent Attraction and Retention				Response
Total number of employees in 2025				1,674
Total number of full-time new hires (both entry- and non-entry level roles) in 2025				329 ^{LA}
Total number of contract hires in 2025				391 ^{LA}
Total number of employee exits in 2025				88 ^{LA}
Age breakdown:	18 - 25 : 2 ^{LA}	31 - 40 : 53 ^{LA}	51 - 60 : 0 ^{LA}	
	26 - 30 : 26 ^{LA}	41 - 50 : 7 ^{LA}	61 and above : 0 ^{LA}	
Gender breakdown:	Female - 41, ^{LA} Male - 47 ^{LA}			
2025 Employee turnover rate				5.26%

Employee Training and Development

Our bank remains deeply committed to the growth and development of our people, and we continue to invest in nurturing and developing our talent. The Human Resources Management (HRM) team has programmes and initiatives in place to measure employee performance and career progression. The HRM team also ensure all employees receive regular performance and career development reviews.

In 2025, a total of 1,061 employees(about 83% of our total workforce) received performance appraisals during the reporting year, up from 1,001 and 722 in 2024 and 2023, respectively. 1,171 staff received skills-based training.

Training and Development	Response
Total number of participants who received skills-based training in 2025	1,171 staff
Total number of skill-based training conducted in 2025	94
Total number of participants who received sustainability-related training in 2025 (e.g., trainings on just transition, employee welfare, ICT, data security, etc.)	101 Staff
Total number of sustainability-related trainings conducted in 2025	13

Workplace Health and Safety

ProvidusBank has a robust Occupational Health and Safety Management System (OHSMS), developed in line with ISO 45001 to uphold high workplace standards for all employees. All our full-time employees and contract workers are covered by the bank's OHSMS. The bank also conducted trainings, including fire safety and emergency response training; general safety; behavioural safety; CPR and emergency response; hazard identification; ProvidusBank Safety Golden Rules; ISO 45001 awareness; mechanical and electrical safety and PTW training; and facility safety

On average, 13 hours per employee were spent on HSE-related training in 2025

In 2025, we had two (2) cases of non-compliance with the bank's HSE policy, including the use of an emergency exit and a malfunctioning of the firefighting system. Both cases were investigated and resolved without penalty. There were no cases of work-related injuries or illnesses recorded in 2025.

Employee Engagement and Wellbeing

As part of our commitment to the well-being of our staff, we provide a robust welfare package & benefits to all staff, including parental medical care, extended medical care, crèche support allowance, new parent care box, and mortgage loans for bank officer level and above. We also provide status cars to all employees above the manager level, ensuring enhanced convenience, improved productivity, and a supportive work environment for senior staff. We also conduct branch visits and one-on-one engagement sessions with our employees to gather real-time feedback and resolve issues.

The bank has introduced wellness campaigns and programmes promoting employee well-being, encouraging employees to take their leave days, and offering flexible working hours to support their mental and physical health.

In 2025, 80 employees were approved for maternity and paternity leave

Maternity and Paternity Leave	Count	Percentage
Employees whose maternity leave was approved and went on leave in 2025	47	4%
Employees whose paternity leave was approved and went on leave in 2025	33	3%

In 2025, 1,021 employees went for their annual leave, and a total of 703 sick days were taken by staff.

Employee Leave and Wellbeing	2023	2024	2025
Employees who went on annual leave	692	924	1,021
Percentage of employees who went on annual leave	86%	89%	80%
Total number of sick days taken	765	923	703

ProvidusBank Employee Engagement and Wellness Initiatives



In 2025, the bank carried out over 62 internal and external employee engagement events, including SME, women empowerment, health & wellness, tree planting events, goal setting & vision board masterclasses, International Women’s Day (IWD) celebration, TabataFit Festival, Cancer Awareness Walk, Cancer Awareness Talk in schools, and World Environment Day Walk & Tree Planting Activity. To cater to the dietary requirements and needs of our people, veggie salads and vegan and vegetarian menu options made with tofu and fruit were served at our in-person events.

ProvidusBank Fitness Day

We dedicated a wellness-focused day to encouraging healthy lifestyles. Staff were encouraged to partake in physical activities that promote good health and well-being.



Cancer Walk Awareness

The bank annually conducts a cancer walk to show support for those with cancer and raise awareness, with screenings being available for attendees.



Employee Appreciation Week

This is a week dedicated to the recognition and celebration of employee achievements, staff hard work and contributions to the bank. In his speech, our MD and CEO, Walter Akpani, reiterated the bank's commitment to employee welfare: *"... I want this bank to be the best place for every employee to work; I want this place to be an extension of their home; I want them to look forward to coming to work."* The CEO also highlighted that the bank is continually seeking ways to enhance employee welfare, make ProvidusBank a great place to work, and build a high-performing team.



End of Year Party

Staff contributions and achievements for the year were celebrated at the much-anticipated 2025 All-White End of Year Party.



Community Impact

We recognise that the local communities play a critical role in the sustainability and prosperity of our operations. ProvidusBank engages with key community stakeholders to understand their most pressing needs, enabling the bank to identify and implement projects that deliver meaningful impact. This promotes community-business partnerships and helps address environmental and social issues through the bank's intervention.

Our CSR Themes

ProvidusBank carries out Corporate Social Responsibility (CSR) initiatives targeted at impacting our communities and improving livelihoods. To achieve the community impact we want to make, we adopt a CSR strategy anchored on the following pillars:

Our CSR Pillars	Pillar	UN SDG Alignment
	Health and Wellness	SDG 3
	Empowering Women and Girls and Achieving Gender Equality	SDG 5
	Environmental Sustainability	SDG 11, SDG 13
	Quality Education	SDG 4
	Youth Development	SDG 3, SDG 4, SDG 8

ProvidusBank CSR Initiatives

In the reporting year, the bank carried out several notable CSR initiatives, projects and collaborations, including:

- ✔

Partnered with Medics Partners for a medical outreach program that provided free healthcare and education to people. This initiative provided free healthcare services to over 5,000 individuals including general health checks, dental and eye care, and health education workshops.
- ✔

ProvidusBank partnered with Mente Calma for its "Beyond the Pink There's the Green" in celebration of Breast Cancer Awareness Month for a health and mental care event that had medical screening booths and carried out breast cancer scans



- ✔ ProvidusBank held Cancer talks in schools in collaboration with NOVO Health



- ✔ Renovation of schools and provision of school necessities: As part of our back-to-school initiative, the bank revamped Archbishop Taylor Memorial Nursery and Primary School – built a water treatment system, repainted their classrooms, compound and principal's office, and redesigned their library



- ✔ ProvidusBank, in partnership with African Clean-up Initiative, hosted the "Walk for Mother Earth"



Swing Against Cancer



ProvidusBank sponsored The Swing Against Cancer Charity Golf Day, an annual fundraising event organised by the Foundation for Cancer Care in Nigeria. The Foundation for Cancer Care is a non-profit organisation dedicated to improving cancer outcomes in Nigeria through awareness, screening,

and providing access to treatment for those who cannot afford it. The event was aimed at raising funds for the acquisition of a mobile cancer screening bus and the provision of radiotherapy treatments for patients who lack access to healthcare

Financial Literacy Day

The Global Money Week (GMW) is an annual global awareness-raising campaign on the importance of ensuring that young people, from an early age, are financially aware and gradually acquire the knowledge, skills, attitudes and behaviours necessary to make sound financial decisions and ultimately achieve financial well-being and resilience. The theme for the 2025 GMW was "Think before you follow, Wise Money Tomorrow".



Blood sugar

Basic Eye checks (Visual activity)

Body Mass Index (Weight for height)

Temperature checks

Vital health knowledge



Donation of School Uniforms



St Theresa is a community-based missionary primary school, committed to providing solid, quality and affordable education to children. The school has been dealing with a 150% increase in the cost of materials needed to produce school uniforms for their pupils, placing a severe financial strain on both the school and their families. The Bank provided financial support to the school to produce 450 school uniforms.

Number of schools engaged: 7

Number of Teachers: 14

Number of students reached: 371

Number of ProvidusBank representatives: 36

Number of Male students: 193

Number of Female students: 178

Market Storm and Health Check

A health check was conducted in partnership with one of the Bank's HMO's, Leadway Health Assurance. Free medical health activities carried out included:

Blood pressure

Administration of emergency blood pressure drugs for individuals with high readings

World Savings Day



The theme for the 2025 WSD is “This is not a savings account”. It teaches people the importance of saving and making sound financial decisions now to have a better quality of life in the future. Through this partnership, we successfully inspired young Nigerian students to learn, experience, and understand the concept and importance of planning their money, through saving, investing, donating and even finding ways to earn as students to guarantee a better future.

Number of schools engaged: 7

Number of Teachers: 14

Number of students reached: 416

Number of ProvidusBank representatives: 17

Number of Male students: 196

Number of Female students: 220



ProvidusBank Box of Joy

The Providus Bank Box of Joy Initiative reflects our commitment to Corporate Social Responsibility by fostering joy, inclusion and hope within our local communities, particularly the underserved individuals, during the Christmas holidays. Through this initiative, we addressed the immediate needs of our host communities while strengthening the connection between our bank and the communities we serve.

On Saturday, 20th, and Monday, 22nd, December 2025, employees of ProvidusBank, visited three focal communities in the Amuwo-Odofin and Eti-Osa local government areas (LGAs) of Lagos State. Our staff delegation volunteered to distribute over 2000 gift boxes across the three communities, including:

Holy Family Catholic Church in FESTAC town

Oniru Palace, the official residence of the Oniru of Iru Kingdom on Oniru Estate Road, Lekki

Oba Elegushi Palace on Oba Yekini Elegushi Road, Lekki



Staff members had the opportunity to distribute joy gift boxes directly to community recipients, which included essential food items such as rice, cooking oil, and cassava granules (garri). More than 2,000 recipients across the three locations received these gift boxes, bringing comfort and joy to community members.

Some of the recipient expressed their delight and appreciation, remarking:

"Thank you, ProvidusBank, you people put smiles on our faces. Merry Christmas to us!!!"

'Thank you, ProvidusBank, you made my day'

One staff member expressed their joy in being part of the initiative, stating:

"I was happy to have the opportunity to give back alongside my team. I was able to witness the impact compassion and care can have on those around us"

This initiative has a far-reaching impact, positively influencing not just the community but also 42 of our people who volunteered their time and service. It highlights our unwavering commitment to employee wellness, active volunteerism, and the cultivation of an inclusive culture that truly improves our people and communities.

Employee Giveback Initiative



Our Collective Spirit in Action

When we launched our Employee Give Back Initiative, the goal was simple: turn our shared sense of purpose into tangible support for underserved communities in our local area.

115 employees across departments and locations stepped up, each bringing their own energy and compassion to the effort. From hands-on service to generous donations, the collective spirit of generosity that powers our work every day was on full display.

Here's what transpired:

Affluent & Private Client Banking: Transformed a space into a working soup kitchen, providing warm meals and dignity to community members in need.

Asaba Branch: Organized and delivered essential food supplies to a local community, ensuring families didn't go without.

Strategy Team: Visited a nearby school, surprising teachers with much-needed supplies and heartfelt appreciation for their dedication.

Head Office & Corporate Office: Came together to visit Bethesda Home for the Blind, delivering donated food items and spending quality time with residents.

This is more than a one-off event. It's a reflection of who we are when we work as one—across roles, branches, and offices.

This initiative focused on donating to underserved communities. Employees raised funds to procure essential items for Bethesda Home and School for the Blind



Procurement Market Access Day



The SheThrives Procurement Market Access Day is part of the SheThrives Program initiated by ProvidusBank in collaboration with the Enterprise Development Centre (EDC) and UN Women. This program empowers women entrepreneurs by providing them with access to finance, investors, and market opportunities, particularly in procurement processes.



Pink Up4 Girls



The bank partnered with The Woman Initiative for the "Pink Up4 Girls" event, which was done in celebration of the International Day of the Girl Child. The event aimed to:

- ✔ Promote girls' empowerment and fulfilment of their human rights
- ✔ Advocate for gender equality and the elimination of discrimination and violence against girls
- ✔ Highlight the importance of access to education, healthcare, and protection for girls. Raise awareness about the unique needs, challenges, and potential of adolescent girls



Financial Inclusion and Women Empowerment

ProvidusBank has a vision of becoming the bank for Women in Wealth, and this vision is being driven by the Women Banking Team, which is responsible for driving women's empowerment in the bank. ProvidusBank also recognises the importance of Financial Inclusion and Women's Empowerment in driving sustainability in the banking sector. We integrate financial inclusion into our corporate strategy by expanding our customer base, promoting customers' financial stability through financial education, partnerships, and digital platforms, and contributing to economic development. We also promote women's economic empowerment through our inclusive culture and targeted initiatives

In 2025, Small and Medium Enterprises (SMEs) accounted for over 60% of total facility disbursements by volume. Notably, 34% of these SME loan allocations were directed toward women-owned or controlled businesses. Through strategic partnerships with institutions such as the EDC, LCCI, DBN, and NCIC, ProvidusBank continues to prioritise the SME sector as a critical driver of macroeconomic stability. Despite their individual scale, SMEs remain the primary catalysts for innovation, employment generation, and equitable income redistribution.

We reaffirmed our commitment to inclusive growth and sustainable development through strategic partnerships that promote women's empowerment and economic inclusion. In 2025, we:

- ✔ We broadened the offerings of our flagship gender-focused product, i.e., Regal Woman, to incorporate Regal Health Product, providing financing for fertility & reproductive health, maternal, newborn & child health, specialised procedures & others.
- ✔ Formally launched, SheThrives, in partnership with UN Women and Enterprise Development Centre; a programme that aims to empower female entrepreneurs by equipping them with the skills, resources, and connections needed to drive business growth
- ✔ Sponsored WIMBIZ 3rd London Conference, Themed: "The Power of Us"

Regal by ProvidusBank

Regal by ProvidusBank is a women-specific financial product offering aimed at supporting female entrepreneurs and professionals through targeted programmes and initiatives. Some of these initiatives include the Regal Loans (Health, Business & Personal), which offer discounted finance for women-owned businesses, and the Regal Capacity Expansion programmes. The Women Banking Team uses a centralised coordinated approach to drive women's empowerment, where the core team works directly with Regal Champions across all branches of the bank. In 2025, the bank had 3,833¹⁻⁴ new Regal customers, approximately a 597% growth from 550 in 2024



ProvidusBank signed the Women Entrepreneurs Finance Initiative (WE-FI) Code for Financial Service Providers (FSPs). As part of our commitment, the bank has pledged the following institutional action steps:

- Increase funding to Women-Micro, Small, and Medium Enterprises (WMSMEs) by 20% by June 2026
- Offer business training and market access opportunities to at least 500 women by June 2026
- Create a minimum of 2 funding or investment opportunities for WMSMEs by June 2026

In 2025, under the Regal by ProvidusBank health loans ledger, we financed payments for fertility & reproductive health, maternal newborn & child health, specialised procedures & others. These loans, worth over ₦927 million, were disbursed at a discounted interest rate.

Women Empowerment	Response
Total number of regal customers in 2025	4,383
Percentage of the total 2025 SME loan portfolio disbursed to women-led/ women-owned businesses	3%
Number of loans made to women in 2025	166
Loans made to women as a percentage of the total disbursed loan count in 2025	24.3%
Value of total loans disbursed under women-targeted financing schemes in 2025	₦927,301,980.00
Number of women beneficiaries of financial literacy or business training programmes in 2025	3,000



In 2025, the Regal team hosted and partnered for several campaigns, events, and webinars, including the Wodibenuah Fair (Abuja and Lagos), goal-setting workshops, Herconomy, Leading Ladies Africa, the Leadership series with Lady Doja, International Women's Day march, World Breastfeeding Week, and Breast Cancer awareness. The bank also engaged over 1250 participants through its webinars with prominent thought leaders who discussed topical issues concerning women.



CHAPTER SEVEN

Innovating for the Future

We leverage technology and automation to optimise our processes; ensure the protection, confidentiality, and responsible handling of customer data; and deliver innovative services and products to our customers. Our focus on innovation and customer safety aids in delivering exceptional service quality across all touch points in the customer journey. This enhances customer experience and satisfaction, ensures data security, and drives sustainable growth.



Digital Transformation and Innovation

ProvidusBank continues to evolve as a trusted financial partner, one that not only meets today's needs but also helps build a secure future for generations to come. As a future-forward bank, digitalisation and innovation are key building blocks for the future we are striving to achieve. Our digitised service offerings at ProvidusBank include payment & transfers, customer onboarding & account services, cards & wallet services, customer service & engagement, security & controls like 2FA and value-added services, e.g., API banking. Our digital transformation and innovation agenda is overseen by the IT and E-Business unit, which manages the day-to-day implementation of our digital strategy across channels.

In 2025, the bank launched new digital products, including:



Introducing ProvidusPay

You are pleased to introduce **ProvidusPay**, our newly enhanced digital platform designed to give you greater control, speed, and reliability in managing your payments.

With ProvidusPay, you can:

- Simplify complex bill payments
- Pay for Google, Amazon and Google Edge directly on the platform
- Enjoy faster and more reliable bill payments
- Interact easily as an individual customer, no business card needed
- Securely send your personal identification information using Two Factor Authentication (2FA)

ProvidusPay brings convenience, efficiency, and enhanced security together in one smart platform giving you confidence and control over your transactions anytime, anywhere.

Log in today and experience a smarter way to bank. ProvidusPay is built by ProvidusBank and is designed for you.

Banking Services please contact our **Virtual Banking Team** via info@providusbank.com

ProvidusPay

ProvidusPay is a comprehensive internet banking platform offered by ProvidusBank that enables individuals and businesses to manage their financial activities securely and conveniently online. Designed with modern digital banking needs in mind, ProvidusPay provides users with 24/7 access to a wide range of banking services through a user-friendly interface. The platform supports everyday transactions such as fund transfers, bill payments, receipt generation, bulk payments and more, empowering customers to perform banking tasks anytime and anywhere without needing to visit a physical branch.

ProvidusPay combines robust security features with seamless functionality to deliver a reliable digital banking experience that enhances financial efficiency and control for its users.



Tired of Bill-Payment Clutter?

☒ Digital card / Ideal for Cash / No cash limit

All paid with ONE prepaid card without missing up your personal spending money.

That's the power of the **Providus Prepaid Card**. Separate Your Bills. Simplify Your Life.

Request via the **Travel card app**

[Download](#) [App Store](#)

For more information, reach out to our Business Customer Service team at business@providusbank.com or call [+2333027010000](tel:+2333027010000)

www.providusbank.com

Prepaid Card

A prepaid card is a card that is pre-loaded with a fixed amount of money, which the cardholder can use for transactions until the balance is exhausted. Unlike debit or credit cards, prepaid cards are not directly linked to a bank account or credit facility, making them a controlled spending tool.

- ✔ Prepaid cards serve as a strategic product for enhancing customer acquisition, driving transaction volumes, and supporting digital payment ecosystems.
- ✔ They also provide institutions with improved control over fund usage, reduced credit risk, and opportunities for fee-based revenue generation.
- ✔ Prepaid cards function as a secure and convenient alternative to cash, enabling users to make payments for goods and services, withdraw cash from ATMs, and conduct online or international transactions depending on the card type.

Percentage of banking services/ transactions currently digitised in 2025

70%

How much of the bank's total net revenue in 2025 was derived from digital banking products (mobile and online banking)

₦2,734,968,786.86

How many active digital banking customers does the bank have in 2025?

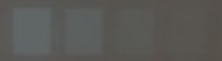
147,817

Number of employees who received digital or IT upskilling training in 2025

25 staff



SCANNING...



Innovating for the Future

Cyber Security & Data Protection



ProvidusBank has a strong governance framework backed by a complete set of policies and procedures (including the Nigeria Data Protection Act (NDPA 2023) and our ISO 27001-aligned Information Management System) to protect, keep confidential, and handle customer data responsibly. We are committed to data protection, cybersecurity, and customer trust. We implement strict safeguards to systematically manage, protect, and safeguard sensitive information.

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

- ✔ Staff and customer awareness programs to identify sensitive data and suspicious activity
- ✔ Technological controls, i.e., firewall, endpoint protection, identity management, and threat detection tools
- ✔ Collaboration with Cybersecurity Threat Intelligence (CTI) partners to monitor emerging threats

Our unwavering commitment ensures that, as we expand and innovate, security remains at the forefront of our operations. For more information on how we protect your data, you can access our privacy policy at <https://www.providusbank.com/privacy-policy>.

In 2025, the bank recorded no major cybersecurity or data breach. Our staff were trained quarterly via Prodemy (ProvidusBank's e-learning platform), our monthly cybersecurity awareness session, and weekly knowledge sharing sessions (KSS). All new staff are also trained as part of the induction programme. Key figures highlighting the posture and performance of our cybersecurity programme include:

- ✔ No cybersecurity or data privacy breach within the review period
- ✔ Successful registration with the NDPC and compliance as a Data Processor of Major Importance (DPMI)
- ✔ Improvement of the bank's cybersecurity architecture from Sub-baseline to Intermediate maturity level based on the CBN cybersecurity self-assessment framework
- ✔ Certification and compliance with the ISO 27001 standard
- ✔ Implementation of various security solutions like Darktrace EDR, MDM, Anti-Ransomware and AI enabled SEIM
- ✔ Implementation of Data Loss Prevention Solution (DLP)



Our unwavering commitment ensures that, as we expand and innovate, security remains at the forefront of our operations. For more information on how we protect your data, you can access our privacy policy at <https://www.providusbank.com/privacy-policy>.

In 2025, the bank recorded no major cybersecurity or data breach. Our staff were trained quarterly via Prodemy (ProvidusBank's e-learning platform), our monthly cybersecurity awareness session, and weekly knowledge sharing sessions (KSS). All new staff are also trained as part of the induction programme. Key figures highlighting the posture and performance of our cybersecurity programme include:



Customer Experience and Service Delivery

We are committed to providing exceptional customer service that fosters loyalty and satisfaction. Our clients are at the centre of our business, and their satisfaction remains a top priority. As the driving force behind our operations, they shape the services we deliver and the standards we uphold. Stellar customer experience, prompt complaint handling, and seamless service delivery are cornerstones of the bank's customer service strategy. Service delivery is standardised across the bank through SOPs, omnichannel CRM systems, continuous staff training, quality assurance audits, centralised feedback mechanisms, and performance monitoring using metrics such as Net Promoter Score (NPS), Customer Satisfaction (CSAT) Score, and service-level indicators. Customers can submit feedback through multiple channels, including the call centre, mobile banking, in-branch QR codes, social media, and the website.

In 2025, our CSAT score was 76%, up from 70% in 2024 and 62.5% in 2023. This brings us closer to our set target of at least 85% in 2027, and a reflection of the effort our teams give to satisfy our customers and work on identified areas of improvement. Our Net Promoter Score (NPS) improved to +71 in 2025, recovering from +65 in 2024, following a +69 recorded in 2023.

Customer Feedback and Satisfaction

Response

2025 Average customer satisfaction score (CSAT)	76%
How likely are ProvidusBank customers to recommend the bank to others – Net Promoter Score (NPS) 2025	+71
Percentage of customer complaints resolved within the defined Service-Level Agreement (SLA) in 2025	99.6%

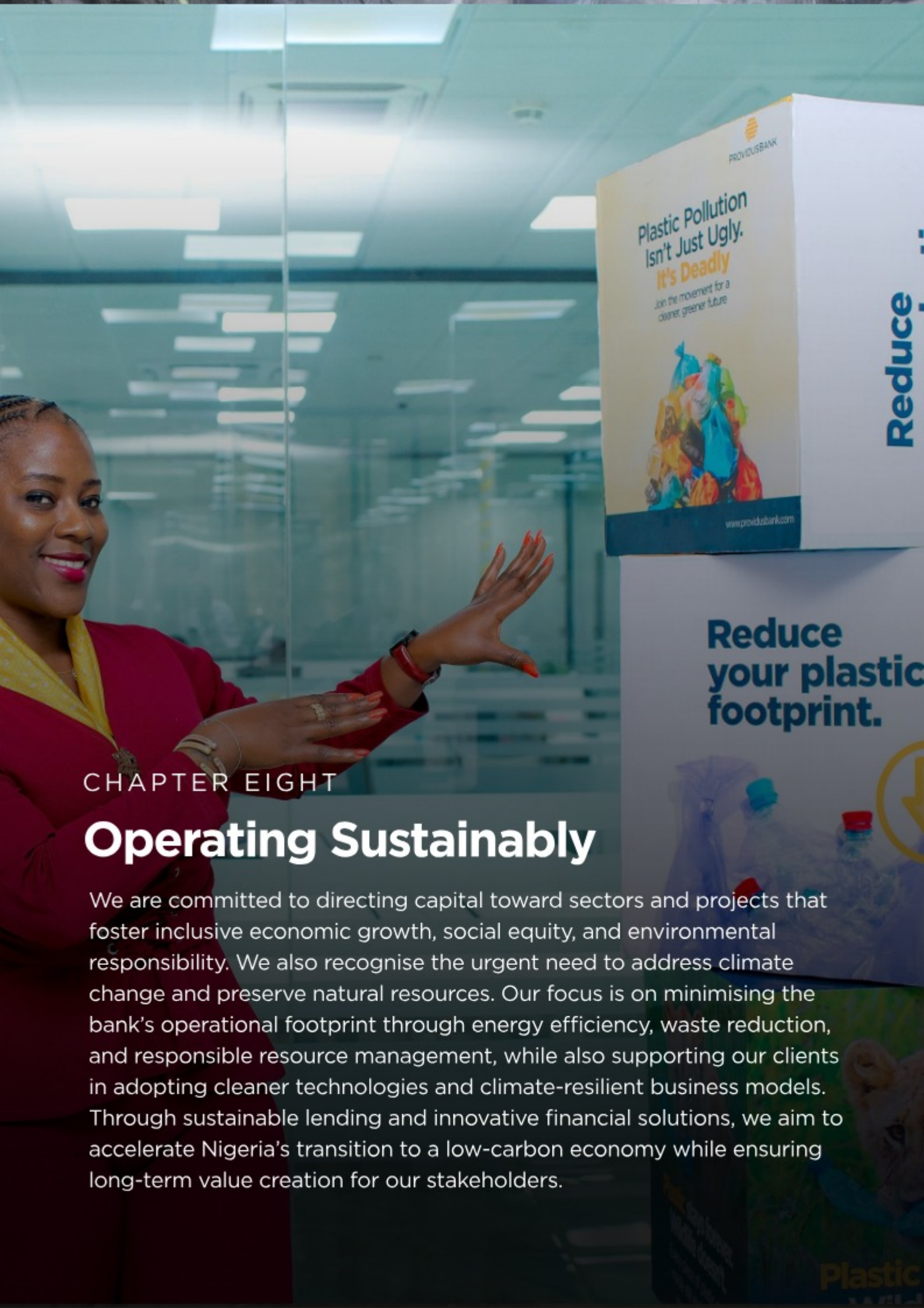
In 2025, our average complaint resolution time was 3 days, and no grievance or complaint was escalated to our regulators, such as the CBN or the FCCPC, for resolution. Our service uptime was also better compared to previous years.

Customer Complaints and Grievances	2023	2024	2025
Total number of customer complaints received	22,715	13,839	17,865
Number of complaints resolved	22,705	13,836	17,841
Average uptime of major digital channels (mobile, online)	95%	95%	98%

All our branches are equipped with self-serve and digital solutions. On average, our customers wait/queue for 5 mins at our locations.

Service Delivery	Response
Average queue/wait time at branches in 2025	5 minutes
Ratio of successful digital transactions to failed digital transactions in 2025	96% successful
Percentage of the bank's branches equipped with digital/self-service solutions	100%



A woman with short dark hair, wearing a red blazer and a yellow patterned scarf, is smiling and gesturing with her hands towards two posters on the right. The background is a modern office with glass partitions and fluorescent lights.

CHAPTER EIGHT

Operating Sustainably

We are committed to directing capital toward sectors and projects that foster inclusive economic growth, social equity, and environmental responsibility. We also recognise the urgent need to address climate change and preserve natural resources. Our focus is on minimising the bank's operational footprint through energy efficiency, waste reduction, and responsible resource management, while also supporting our clients in adopting cleaner technologies and climate-resilient business models. Through sustainable lending and innovative financial solutions, we aim to accelerate Nigeria's transition to a low-carbon economy while ensuring long-term value creation for our stakeholders.



**Reduce
your plastic
footprint.**

**Plastic
Pollution**

Operating Sustainably

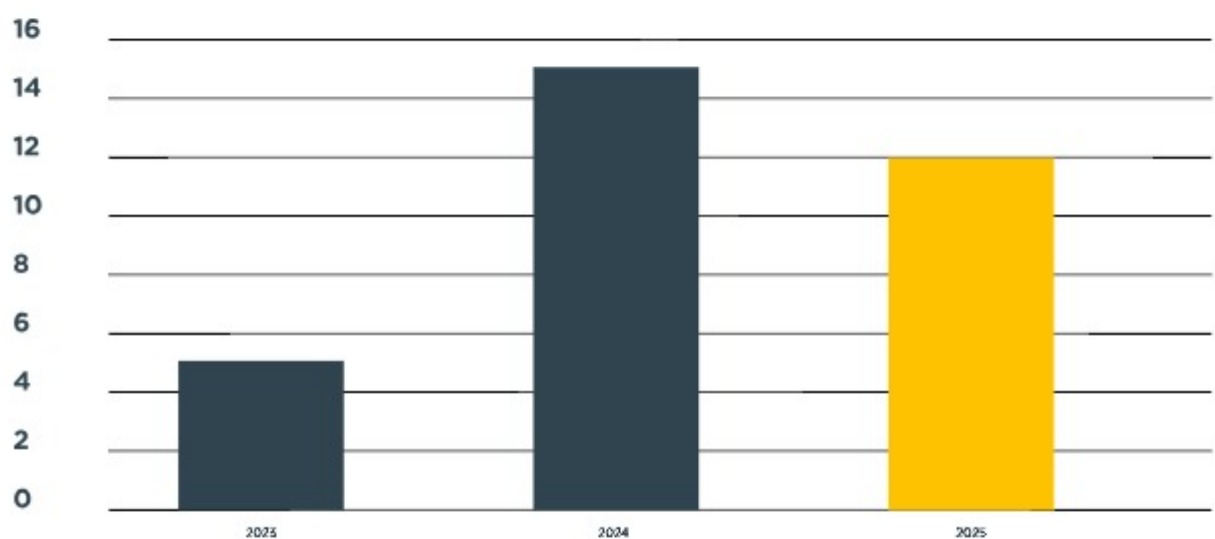
Responsible Procurement Practices

As a future-forward bank, we consider the environmental and social impact of our activities and ensure that our procurement processes are carried out responsibly. Our Procurement and Vendor Management team, under the Admin & Operational Support Group, manages the bank's procurement practices. In 2025, we have incorporated Environmental, Social, and Governance

(ESG) principles into our policy to help mitigate environmental and social risks associated with vendor management.

12 vendors were screened for bribery and corruption risks in 2025, compared to 15 in 2024 and 5 in 2023.

Number of Vendors Screened for Bribery and Corruption Risks



In 2025, we grew our registered supplier base and onboarded new suppliers to meet our business expansion and new product line needs. We spent the entirety of our procurement budget on local (Nigerian) suppliers and vendors.

Procurement	Response
Total number of registered suppliers in 2025	159
Total number of active suppliers in 2025	150
Procurement expense spent locally (Nigerian suppliers) in 2025	₦22,613,563,453.30
Percentage of total procurement spent locally (Nigerian suppliers) in 2025	100%
Percentage of new suppliers onboarded in 2025	43%

Operating Sustainably

Climate Change Mitigation and Adaptation

Climate change is a critical challenge impacting economies, societies, and businesses worldwide. At ProvidusBank, we are keenly aware that climate change presents potential financial and non-financial risks and must be prioritised at the highest levels of policy and decision-making. Our Board Risk Management Committee oversees the management of climate-related risks and opportunities in the bank.

The bank has identified climate-related physical risks to its operations, including extreme weather events, floods,

and heat waves. The global shift toward a net-zero economy also exposes the bank to transitional climate-related risks. Transitional risk issues related to evolving climate change regulations, shifting market preferences towards sustainable finance products, and reputational risk. At ProvidusBank, we have defined our time horizons across short-, medium-, and long-term to provide clear visibility into when sustainability and climate-related risks and opportunities are most likely to materialise:



Climate-Related Risks and Opportunities

Climate-related Risks

Identified Risks	Potential Impacts on Business Model	Time Horizon	Mitigation Plans
Physical Climate-related Risks			
Extreme weather events (floods, storms, heatwaves)	Increased insurance premiums and threats to long-term resource availability	short to medium term	Strengthen disaster recovery and business continuity plans Invest in climate-resilient infrastructure
Damage to physical branches and critical infrastructure	Potential operational disruptions and financial losses from damaged infrastructure		Conduct risk assessments of physical assets and the branch network Promote digital banking channels to reduce physical branch dependency

Transition Climate-related Risks

Policy and regulatory changes requiring ESG compliance	Increased compliance costs, operational adjustments, or risk of stranded assets	short to medium term	Establish robust ESG governance and compliance frameworks
Reputational risks if sustainability commitments are unmet			Monitor regulatory developments and market trends continuously
Non-compliance fines or litigation			
Market shifts toward low-carbon and sustainable finance products	Revenue volatility or reduced competitiveness due to market shifts		Develop and promote green finance products

Climate-related Opportunities

Identified Opportunities	Potential Impacts on Business Model	Time Horizon	Capitalisation Plans
Physical Climate-related Opportunities			
Climate resilience investments Innovation and digitalisation Enhance operational efficiency and reduce energy losses Strengthen climate commitments through GHG emissions reduction	Enhanced operational efficiency, reduced climate vulnerability, and expanded access to sustainable finance	short to medium term	Promote digital banking channels Invest in climate-resilient infrastructure and energy-efficient systems
Transition Climate-related Opportunities			
Green financing, carbon markets, and regulatory incentives Enhancement of the bank's sustainability profile Opportunity to lead in sustainable finance and attract ESG-conscious clients	Improved access to sustainable finance, diversified revenue streams, and strengthened market positioning through ESG leadership	short to medium term	Train staff on ESG compliance and sustainable finance solutions Monitor regulatory developments and market trends continuously Develop and promote green finance products



Operating Sustainably ProvidusEco Card

ProvidusBank believes that banking can be a force for good, not just for the customers we serve, but for the communities they live in and the planet they share. The ProvidusEco Card is the clearest expression of that belief.

Launched in 2022 as Nigeria's first eco-friendly payment card, the ProvidusEco Card is manufactured from sustainably sourced, biodegradable materials, a deliberate break from the conventional plastic cards that contribute to global waste and take centuries to decompose. Every card issued is a small but concrete refusal to add to that problem.

The card carries a commitment that goes beyond its materials. For every ProvidusEco Card issued, one tree is planted in Nigeria. Not as a symbolic gesture, but as a living, growing investment in the health of the country's ecosystems and the livelihoods of the communities that depend on them. We have planted trees in Lagos, Abuja, Rivers, Abia, and Ogun State in partnership with Rotary Club and African Cleanup Initiative.



ProvidusBank is also clear-eyed about what makes tree-planting programmes fail. Trees planted without community ownership rarely survive grazing pressure, soil erosion, encroachment, and neglect have derailed well-funded programmes before. To guard against this, the ProvidusEco initiative is being backed by a formal stewardship framework, developed in partnership with Nigeria Conservation Forestry, to ensure that every tree planted is monitored, protected, and given the conditions to thrive. Every transaction made on a ProvidusEco Card is, in its own small way, part of a larger story — a greener Nigeria, one tree at a time.

To date, ProvidusBank has planted 6,000 trees under this initiative.

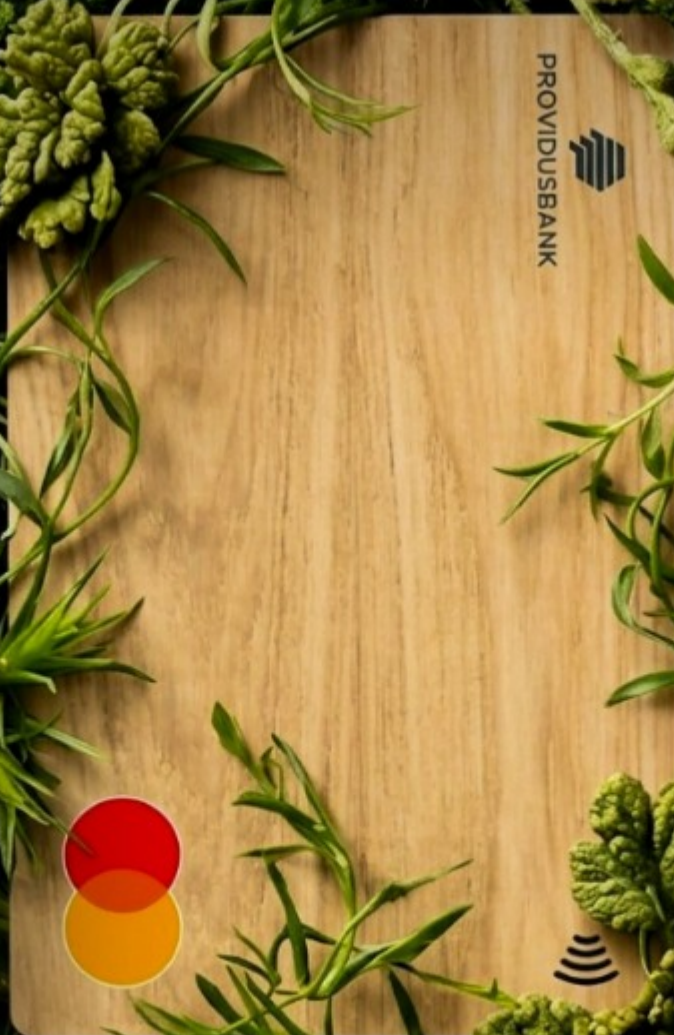
WORLD EARTH DAY

Our Power, Our Planet.

The future is a shared responsibility

For the love of the Earth.

Choose a card
that's eco-friendly



Operating Sustainably

Sustainable Lending and Investment Opportunities

As a responsible lender, we maintain strict underwriting standards and contractual requirements to prevent the financing of activities that may yield adverse environmental or social consequences. ProvidusBank's Risk Management and Treasury team manages sustainable lending and investment at the bank, while our Loan Monitoring team actively monitors loan covenants post-disbursement of loans. Our Social and Environmental Management System (SEMS) policy guides the assessment and management of our Environmental and Social (E&S) risks emanating from our lending activities.



Our E&S Risk Management Process involves screening loan requests against our exclusion list, assessing whether a client or activity poses potential E&S risks, and evaluating the severity of those risks using our E&S Checklist. Based on this assessment, we categorise each case as high, medium, or low risk and develop the necessary corrective or preventive action plans. We also carry out ongoing performance monitoring to ensure that identified E&S risks are effectively managed throughout the project lifecycle. Our Loan Monitoring team ensures that all projects are visited at least twice a year to monitor their performance, progress and compliance with set environmental & social (E&S) requirements.

In 2025, all our bank loans were screened for E&S risks and classified in line with their ESG impact. After our screenings, 46% of our loan portfolio value was classified as low risk, 40% was classified as medium risk, and 14% was classified as having high E&S risks. Approximately 52% of our loan portfolio went to non-high-carbon sectors of the economy, such as agriculture, education, transportation, etc.

2025 Approved Loans by Sector	Percentage of Loan Portfolio	2025 Approved Loans by Sector	Percentage of Loan Portfolio
Administrative and Support Service Activities	2.31%	Information And Communication	2.21%
Agriculture	1.53%	Manufacturing	6.58%
Construction	4.09%	Mining And Quarrying	1.88%
Education	0.96%	Oil And Gas	43.17%
Finance And Insurance	10.43%	Power And Energy	2.57%
General Commerce	15.73%	Real Estate	5.88%
Human Health and Social Work Activities	0.02%	Professional, Scientific and Technical Activities	1.79%
Transportation And Storage	0.74%	Water Supply, Sewerage, and Waste Management	0.10%

Sustainable Finance

ProvidusBank provides accessible financial services while ensuring the long-term sustainability of our business environment. We recognise that our primary contribution to economic development lies in our partnerships with customers, vendors, and SMEs to foster sustainable relationships, promote ethical business practices, and power positive socioeconomic outcomes. We know that empowering SMEs goes beyond funding. In addition to grants, we provide ongoing training and mentorship to SMEs to support long-term business growth and stability.

Notable sustainable finance projects facilitated by ProvidusBank to make a positive environmental and social impact and complement the United Nations Sustainable Development Goals (UN SDGs) and the Central Bank of Nigeria's Nigerian Sustainable Banking principles include the following:

SDG 7 (Affordable and Clean Energy), SDG 9 (Industry, Innovation, and Infrastructure), SDG 11 (Sustainable Cities and Communities), SDG 13 (Climate Action), SDG 17 (Partnerships to achieve the Goals)

- ✔ Installation of solar streetlights at both a University and a Military Base in Delta and several communities in Rivers States.
- ✔ Installation of a mini-grid in Jigawa State.
- ✔ Establishment of a CNG retail filling station and a gas delivery pipeline infrastructure in Ogun State
- ✔ Installation of Solar panels, inverters, and Lithium-ion batteries at Hotels, Schools, shops and residences in Lagos and other states of the Federation
- ✔ Front-End Engineering Design (FEED) as well as Fabrication/Production and Installation of the 10 megawatt power station scope for the Ibom Integrated City Gate project
- ✔ Participated in the launch of the GetInvest EdgeFinance Program for Nigerian financial institutions.
- ✔ Sponsored the University of Ibadan SME Fair. This initiative was led by our SME Banking, Strategy and Business Development, and Brands & Communications teams. ProvidusBank disbursed 10 million naira worth of credits and grants to SMEs

SDG 6 (Clean Water and Sanitation), SDG 14 (Life Below Water), SDG 15 (Life on Land)

- ✔ The execution of several Shoreline protection Projects at Eghoke, Ogheye Dimigun Communities, Warri North L.G.A. and Akakpa-Ajudaibo in Warri South-West L.G.A of Delta State
- ✔ Projects that border on thermal desorption services: Drilling waste, oily sludge, oil-contaminated soil waste incineration services: hazardous and chemical waste, medical waste, asbestos waste management: asbestos removal, packaging and offshore disposal, industrial cleaning & decontamination services: tank & vessel cleaning (including FPSO desludging), heat exchanger cleaning, cleaning in the maritime sector ewaste management services: bulbs, electrical and electronic equipment, office, entertainment, and telecommunication equipment, confidential data waste management

Sustainable Resource Management

The bank considers sustainable resource management critical to its business for operational efficiency, alignment with leading practices, and cost-saving. We understand that the responsible use of resources is critical to meet our environmental objectives and for long-term business resilience. The Admin and Operational Support group within the bank oversees resource management at ProvidusBank, including waste management, water management, and energy usage.

All 21 branches use inverters as an alternative energy source, and 14 offsite ATMs are powered by alternative energy. The bank commissioned a NESREA-accredited environmental consultant to conduct an environmental audit and develop a comprehensive E-Waste Collection and Management strategy. The bank also relies on an alternate source (water vendor) for the water supply.

Used paper is currently shredded and disposed of in the bank. This is especially due to the confidentiality trust held by the bank. As mandated by the Lagos State government, the bank acquired waste bins differentiated by colours (yellow, red, blue and green) to store different waste types before the authorised refuse disposal company comes for pickup. In 2025, the bank communicated to all staff its paper reduction drive to reinforce the paperless policy across branches.



Appendix



Glossary

ACI	African Clean-up Initiative	GRI	Global Reporting Initiative
AML	Anti-Money Laundering	HNI	High-Net-Worth Individual
AML/CFT	Anti-Money Laundering and Countering the Financing of Terrorism	ICAAP	Internal Capital Adequacy Assessment Process
AML/CFT/CPF	Anti-Money Laundering / Countering the Financing of Terrorism / Counter-Proliferation Financing	IFC	International Finance Corporation
CBN	Central Bank of Nigeria	ISO	International Organisation for Standardisation
CET1	Common Equity Tier 1 (capital adequacy measure)	IT	Information Technology
CFT	Countering the Financing of Terrorism	KSS	Knowledge Sharing Session
CNG	Compressed Natural Gas	LCCI	Lagos Chamber of Commerce and Industry
CRO	Chief Risk Officer	MD/CEO	Managing Director / Chief Executive Officer
CSAT	Customer Satisfaction Score	MSME	Micro, Small and Medium Enterprise
DBN	Development Bank of Nigeria	NCIC	National Council on Industrial Competitiveness
DPMI	Data Processor of Major Importance	NDPA	Nigeria Data Protection Act
DLP	Data Processor of Major Importance	NDPC	Nigeria Data Protection Commission
E&S	Environmental and Social	NPS	Net Promoter Score
ECOWAS	Economic Community of West African States	NSBP	Nigerian Sustainable Banking Principles
EDC	Enterprise Development Centre	SDG	Sustainable Development Goal (United Nations)
ESMS / SEMS	Environmental and Social Management System (or Social and Environmental Management System)	SEC	Securities and Exchange Commission
FEED	Front-End Engineering Design	SEIM/SIEM	Security Information and Event Management
FCCPC	Federal Competition and Consumer Protection Commission	SLA	Service-Level Agreement
FITC	Financial Institutions Training Centre	SME	Small and Medium Enterprise
FPSO	Floating Production, Storage, and Offloading	SOP	Standard Operating Procedure

Glossary

UN	United Nations	Organisations & Programmes	
UN SDGs	United Nations Sustainable Development Goals	BAFI	Business and Finance Innovation (Awards)
WEP	Women's Empowerment Principles	CIBN	Chartered Institute of Bankers of Nigeria
WE-FI	Women Entrepreneurs Finance Initiative	CPR	Cardiopulmonary Resuscitation
WMSME	Women-owned Micro, Small and Medium Enterprise	DEI	Diversity, Equity, and Inclusion
ESG & Sustainability		HRM	Human Resources Management
		IWD	International Women's Day
		KPI	Key Performance Indicator
		LBS	Lagos Business School
		NOVO	NOVO Health (Cancer Education Organisation)
CPF	Counter-Proliferation Financing	WIMBIZ	Women in Business and Management (Conference)
CRM	Customer Relationship Management	2FA	Two-Factor Authentication
CTI	Cybersecurity Threat Intelligence		
DLP	Data Loss Prevention		
EDR	Endpoint Detection and Response		
EIA	Environmental Impact Assessment		
ESG	Environmental, Social and Governance		
GHG	Greenhouse Gas		
MDM	Mobile Device Management		
NESREA	National Environmental Standards and Regulations Enforcement Agency		
OHSMS	Occupational Health and Safety Management System		
PCAF	Partnership for Carbon Accounting Financials		
PTW	Permit to Work		
TCFD	Task Force on Climate-related Financial Disclosures		

Assurance Opinion



PO Box 965
Marina
Lagos
Nigeria

Deloitte & Touche
Civic Towers
Plot GA 1, Ozumba Mbadiwe
Avenue
Victoria Island
Lagos
Nigeria

Tel: +234 (1) 904 1700
www.deloitte.com.ng

31 July 2026

To The Directors
Providus Bank Limited,
114, Adeola Odeku Street,
Victoria Island,
Lagos

Independent Limited Assurance Report by Deloitte and Touche to the Directors of Providus Bank Limited (the “Bank”) on the selected sustainability performance indicators (the “Indicators”) published within the Providus Bank Sustainability Report, for the year ended December 31, 2025.

We have undertaken a limited assurance engagement on selected key performance indicators (KPIs), as described below, and presented in the 2025 Sustainability Report of Providus Bank Limited for the year ended 2025 (the Report). This engagement was conducted by a multidisciplinary team including environmental and assurance specialists with relevant experience in sustainability reporting.

Subject Matter

The selected KPIs described below have been prepared with reference to the Global Reporting Initiative Standards, supported by internally developed reporting criteria, which are disclosed on page XX of the sustainability report (“the reporting criteria”):

Categories	Key performance indicators	Unit of measurement	Values	Location in the Sustainability Report
Business Ethics	Total number of core employees who have received training on anti-corruption and anti-money laundering in 2025.	Number	1,034	Page 33
	Total number of senior management who have received training on anti-corruption and anti-money laundering in 2025.	Number	23	Page 33
	Total number of board members who have received training on anti-corruption and anti-money laundering in 2025.	Number	3	Page 33
Human Capital Management	Total number of full-time new hires (both entry- and non-entry-level roles) in 2025.	Number	329	Page 42

	Total number of contract hires in 2025.	Number	391	Page 42
	Total number of employee exits in 2025 by: (a) Age group (b) Gender	Number	(a) Age group: 18-25: 2 26-30: 26 31-40: 53 41-50: 7 51-60: 0 61-above: 0 (b) Gender: Female: 41 Male: 47 Total: 88	Page 42
	Board categorization by gender	Number	Gender: Female: 2 Male: 8 Total: 10	Page 40
	Senior Management categorization by gender	Number	Gender: Female: 13 Male: 10 Total: 23	Page 40
	Employee Categorization by gender	Number	Gender: Female: 711 Male: 572 Total: 1,283	Page 39 & 40
	Employee Categorization by age group	Number	Age group: 18-25: 12 26-30: 312 31-40: 698 41-50: 224 51-60: 34 61-above: 3 Total: 1,283	Page 41
Financial Inclusion and women Empowerment	Total number of new regal women customers for the year	Number	3,833	Page 53

Directors' Responsibilities

The Directors are responsible for the selection, preparation, and presentation of the selected KPIs in accordance with the reporting criteria. This responsibility includes the identification of stakeholders and stakeholder requirements, material issues, commitments with respect to sustainability performance and design, implementation, and maintenance of internal control relevant to the preparation of the Report that is free from material misstatement, whether due to fraud or error. The Directors are also responsible for determining the appropriateness of the measurement and

reporting criteria in view of the intended users of the selected KPIs and for ensuring that those criteria are publicly available to the Report users.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the International Ethics Standards Board for Accountants (IESBA) issued by the International Federation of Accountants, which is founded on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behaviour.

Deloitte & Touche, Nigeria, applies the International Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements and Other Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Assurance Practitioner's Responsibility

Our responsibility is to express a limited assurance conclusion on the selected KPIs based on the procedures we have performed and the evidence we have obtained. We conducted our assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, issued by the International Auditing and Assurance Standards Board. This Standard requires that we plan and perform our engagement to obtain limited assurance about whether the selected KPIs are free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 (Revised) involves assessing the suitability in the circumstances of Providus Bank Limited's use of its reporting criteria as the basis of preparation for the selected KPIs, assessing the risks of material misstatement of the selected KPIs whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the selected KPIs. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. The procedures we performed were based on our professional judgement and included inquiries, observation of processes followed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Interviewed management and senior executives to obtain an understanding of the internal control environment, risk assessment process, and information systems relevant to the sustainability reporting process;
- Inspected documentation to corroborate the statements of management and senior executives in our interviews;
- Tested the processes and systems to generate, collate, aggregate, monitor, and report the selected KPI
- Inspected supporting documentation on a sample basis and performed analytical procedures to evaluate the data generation and reporting processes against the reporting criteria;
- Evaluated whether the selected KPIs presented in the Report are consistent with our overall knowledge and experience of sustainability management and performance at Providus Bank Limited.

The procedures performed in a limited assurance engagement vary in nature and timing and are less extensive than for a reasonable assurance engagement. As a result, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Providus Bank Limited's selected KPIs have been prepared, in all material respects, in accordance with the accompanying Providus Bank Limited's reporting criteria.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, and subject to the inherent limitations outlined elsewhere in this report, nothing has come to our attention that causes us to believe that the selected KPIs as set out in the Subject Matter paragraph above for the year ended 2025 are not prepared, in all material respects, in accordance with the reporting criteria.

Other Matters

The maintenance and integrity of Providus Bank Limited's website is the responsibility of Providus Bank Limited's management. Our procedures did not involve consideration of these matters and, accordingly, we accept no responsibility for any changes to either the information in the Report or our independent limited assurance report that may have occurred since the initial date of its presentation on Providus Bank Limited's website.

Restriction of Liability

Our work has been undertaken to enable us to express a limited assurance conclusion on the selected KPIs to the Directors of Providus Bank Limited in accordance with the terms of our engagement, and for no other purpose. We do not accept or assume liability to any party other than Providus Bank Limited for our work, for this report, or for the conclusion we have reached.



Deloitte & Touche

Omobolanle Onawumi

Partner, Assurance Services

FRC/2013/ICAN/00000001345



A full list of partners and directors is available on request

Associate of Deloitte Africa, a Member of Deloitte Touche Tohmatsu Limited

Alignment with the UN Women's Empowerment Principles (WEP)

ProvidusBank is a signatory to the UN Women's Empowerment Principles (WEP), which provide actionable guidance for businesses in empowering women in the workplace, marketplace, and community. Our performance against each of the seven WEP principles is summarised below.

WEP Principle	Summary of ProvidusBank's Response	Report Reference
WEP 1 Establish High-level Corporate Leadership for Gender Equality	ProvidusBank's commitment to gender equality is driven by the highest levels of leadership. The Board of Directors includes two female directors (20% of the board), and 53% of senior management positions are held by women. The ProvidusBank Sustainability Committee, chaired by the Chief Risk Officer, oversees the bank's gender equity commitments alongside broader ESG priorities. The bank is a formal signatory to the UN Women's Empowerment Principles (WEP) and the WE Finance (WE-FI) Code for Financial Service Providers, with public institutional commitments to increase funding and capacity-building for womenowned enterprises by defined deadlines.	Ch. 5 – Corporate Governance Ch. 6 – Workplace Diversity & Equity Ch. 6 – Financial Inclusion and Women Empowerment
WEP 2 Treat All Women and Men Fairly at Work – Respect and Support Human Rights and Non-discrimination	ProvidusBank operates a merit-based, non-discriminatory recruitment and promotion framework. In 2025, 63% of experienced hires were female, and women were promoted at equal rates to men – 53% of the 663 employees promoted during the year were women. The ratio of female to male remuneration stands at 1:1.05 across all employee levels, demonstrating broad pay equity. The bank recorded zero incidents of discrimination in 2025. A confidential whistleblowing channel managed by Deloitte allows all staff to report cases of unfair treatment anonymously and without fear of retaliation.	Ch. 6 – Workplace Diversity & Equity Ch. 5 – Business Ethics – Whistle Blowing
WEP 3 Ensure the Health, Safety and Well-being of All Women and Men Workers	ProvidusBank maintains an ISO 45001-aligned Occupational Health and Safety Management System (OHSMS) that covers all full-time employees and contract workers. In 2025, staff received an average of 13 hours of HSE-related training per employee, covering fire safety and emergency response, CPR, hazard identification, mechanical and electrical safety, and ISO 45001 awareness. The bank provides a comprehensive welfare package including parental medical care, extended medical care, crèche support allowance, new parent care boxes, and mortgage loans. The bank also operates five crèche facilities	Ch. 6 – Workplace Health and Safety Ch. 6 – Employee Engagement and Wellbeing

WEP Principle	Summary of ProvidusBank's Response	Report Reference
	across its locations (Abeokuta, Port Harcourt, Lekki, Surulere, and Abuja), and provides two gymnasiums and recreational facilities accessible to all staff at subsidised rates. Two HSE non-compliance incidents were recorded in 2025 — both were investigated and resolved without injury or penalty	
WEP 4 Promote Education, Training and Professional Development for Women	The bank invested ₦319 million in external training in 2025, with 47.2% of the total capacity building budget (approximately ₦77.7 million) directed specifically toward female employees. A total of 1,171 staff received skills-based training during the year across 95 programmes. Externally, over 3,000 women participated in ProvidusBank's financial literacy and business training programmes. The SheThrives programme, launched with UN Women and the Enterprise Development Centre, is specifically designed to equip female entrepreneurs with skills, resources, and networks to grow their businesses sustainably.	Ch. 6 – Human Capital Management Ch. 6 – Financial Inclusion and Women Empowerment
WEP 5 Implement Enterprise Development, Supply Chain and Marketing Practices that Empower Women	ProvidusBank actively structures its lending and financial products to empower women-owned businesses. In 2025, 166 loans were made to women borrowers, with over 97% directed to women-owned businesses rather than individuals. The bank disbursed over ₦927 million under its Regal Health product at discounted interest rates, targeting women's reproductive and maternal health financing needs. The bank signed the WE Finance (WE-FI) Code in 2025, committing to increasing funding to Women-Micro, Small, and Medium Enterprises (WMSMEs) by 20% by June 2026 and to create a minimum of two dedicated funding or investment opportunities for WMSMEs by the same date. As of year-end, 4,493 women-owned MSMEs held active accounts with the bank. Procurement at ProvidusBank is managed through an open, transparent selection process. 100% of the bank's procurement spend of ₦22.6 billion was directed to local Nigerian suppliers in 2025.	Ch. 6 – Financial Inclusion and Women Empowerment Ch. 8 – Responsible Procurement Practices
WEP 6 Promote Equality through Community Initiatives and Advocacy	ProvidusBank's community engagement in 2025 included several gender-focused initiatives. The bank partnered with The Woman Initiative for the 'Pink Up4 Girls' event, celebrating International Day of the Girl Child. It sponsored the WIMBIZ 3rd London Conference themed 'The Power of Us' and attended a Gender Equality Stakeholder Meeting with UN Women in Nigeria and ECOWAS. The Regal HERconomy Conference was held to celebrate	Ch. 6 – Community Impact

WEP Principle	Summary of ProvidusBank's Response	Report Reference
	International Women's Day, and the bank broadened its Regal Woman product suite to include Regal Health, further extending accessible finance to women's health needs. ProvidusBank also partnered with Mente Calma for 'Beyond the Pink There's the Green', a breast cancer awareness and mental health event with medical screening booths.	Ch. 6 – Financial Inclusion and Women Empowerment
WEP 7 Measure and Publicly Report on Progress to Achieve Gender Equality	ProvidusBank publicly reports on its gender performance through this annual Sustainability Report, prepared in alignment with the Global Reporting Initiative (GRI) Standards 2021 and the Nigerian Sustainable Banking Principles (NSBP). Genderdisaggregated data is disclosed across board composition, senior management, total workforce, new hires, promotions, remuneration ratios, training investment, and lending to women. The bank also submits bi-annual NSBP reports to the Central Bank of Nigeria covering its performance against Principle 4 (Women's Economic Empowerment), providing a consistent regulatory data trail. As a WEP signatory, ProvidusBank is committed to maintaining annual gender reporting in line with international best practice.	Ch. 1 – About this Report Ch. 6 – Workplace Diversity & Equity Appendix – GRI Content Index

Progress on the Nigerian Sustainable Banking Principles (NSBP)

ProvidusBank is committed to the nine principles of the CBN's Nigerian Sustainable Banking Principles (NSBP), a framework designed to foster responsible and ethical financial operations. We submit bi-annual progress reports to the CBN and summarise our 2025 performance across each principle below.

NSBP Principle	Summary of ProvidusBank's Response	Report Reference
Principle 1: E&S Risk Management for Business Activities Managing environmental and social risk in the bank's business transactions		
Principle 1 E&S Risk Management for Business Activities	ProvidusBank embeds Environmental and Social (E&S) risk management into every stage of the credit lifecycle through its Social and Environmental Management System (SEMS). In 2025, 100% of credit facilities approved by the bank were screened for E&S risks before disbursement, with each transaction classified as Category A (High Impact), Category B (Medium Impact), or Category C (Minimal Impact) in line with IFC Performance Standards.	Ch. 8 – Sustainable Lending and Investment Opportunities

NSBP Principle	Summary of ProvidusBank's Response	Report Reference
	Of the full-year loan portfolio value, 46% was classified as low risk, 40% as medium risk, and 14% as high risk. Approximately 54% of lending was directed toward non-high-carbon sectors, including agriculture, construction, education, and transportation. All Category A and B projects were subjected to mandatory Environmental Impact Assessments (EIAs) before approval, and the bank's Loan Monitoring team conducted at least two on-site visits per project during the year. An E&S Affirmation Statement is embedded in every facility offer letter, ensuring all borrowers remain aligned with national and international environmental and social standards throughout the tenor of each facility. No client relationships were exited for poor E&S performance during the review period.	Ch. 5 – Business Continuity and Risk Management
Principle 2: E&S Footprint Management for Business Operations Managing environmental and social footprints in the bank's operations		
Principle 2 E&S Footprint Management for Business Operations	The bank's Admin and Operational Support Group oversees sustainable resource management across all 43 locations (22 branches, 7 cash centres, and 14 offsite ATMs). All 22 branches use inverters as an alternative energy source, and 14 offsite ATMs are powered by alternative energy. The bank commissioned a NESREA-accredited environmental consultant to conduct an environmental audit and develop a comprehensive E-Waste Collection and Management Strategy.	Ch. 8 – Sustainable Resource Management Ch. 8 – Climate Change Mitigation and Adaptation
Principle 3: Human Rights Safeguarding human rights in business operations and activities		
Principle 3 Human Rights	ProvidusBank is committed to upholding the rights and dignity of all individuals across its operations and supply chain. The bank's commitment to human rights is embedded in its HR Policy, Code of Professional Conduct, and Procurement Policy, which sets ESG standards for vendors and suppliers. In 2025, the bank recorded zero incidents of human rights violations. All 684 credit transactions approved during the year were assessed for human rights risk, and no transactions were cancelled or terminated on human rights grounds. The bank maintains an active whistleblowing channel managed through a confidential third-party platform (Deloitte), enabling employees and stakeholders to report any suspected violations of rights or ethical standards anonymously and without fear of retaliation. The bank also enforced zero incidents of discrimination, with all reported cases reviewed and resolved.	Ch. 5 – Business Ethics Ch. 5 – Whistle Blowing Ch. 6 – Workplace Diversity & Equity

NSBP Principle	Summary of ProvidusBank's Response	Report Reference
Principle 4: Women's Economic Empowerment Promoting women's economic participation through the bank's business activities		
Principle 4 Women's Economic Empowerment	ProvidusBank has a vision of becoming the bank for Women in Wealth. Internally, 55% of core staff are female, 53% of senior management positions are held by women, and two of ten board directors are women. The ratio of female to male remuneration is 1:1.05 across all employee levels, and 63% of experienced hires in 2025 were female. Externally, the bank channelled over ₦927 million in health-focused financing to women through its Regal Health loan product at discounted interest rates, covering fertility, maternal, newborn, and reproductive health. A total of 166 loans were made to women during the year, and 4,493 women-owned MSMEs hold active accounts with the bank. The bank formally launched SheThrives in partnership with UN Women and the Enterprise Development Centre, equipping female entrepreneurs with skills, resources, and market connections. ProvidusBank also signed the WE Finance (WE-FI) Code, committing to increase funding to women-owned micro, small, and medium enterprises by 20% before June 2026 and to offer business training and market access to at least 500 women by the same date. Over 3,000 women benefited from the bank's financial literacy and business training programmes in 2025.	Ch. 6 – Workplace Diversity & Equity Ch. 6 – Financial Inclusion and Women Empowerment
Principle 5: Financial Inclusion Promoting financial inclusion and taking banking products and services to the unbanked population		
Principle 5 Financial Inclusion	ProvidusBank integrates financial inclusion into its corporate strategy through expanded customer access, digital platform development, agent banking, and targeted products for underserved segments. In 2025, the bank reached 179,036 previously unbanked individuals (91,800 in H1 and 87,236 in H2). Total active accounts grew from 561,487 to 648,723 during the year, including 78,572 active SME accounts in H1 and 103,254 by H2. The bank operates 30 agent banks across multiple states. All 22 branches are accessible to physically challenged persons, representing over 91% of the branch network. Digital banking customers grew by 17% to 147,817 active users. The bank launched new digital products in 2025, including ProvidusPay and a Prepaid Card. Digital revenue reached ₦2.73 billion for the year. Small and medium enterprises accounted for over 60% of total facility disbursements by volume, with the bank maintaining strategic partnerships with the Development Bank of Nigeria (DBN), Enterprise Development Centre (EDC), and the Lagos Chamber of Commerce and Industry (LCCI) to deepen access.	Ch. 6 – Financial Inclusion and Women Empowerment Ch. 7 – Digital Transformation and Innovation Ch. 7 – Customer Experience and Service Delivery

NSBP Principle	Summary of ProvidusBank's Response	Report Reference
Principle 6: E&S Governance Embedding environmental and social governance in business activities		
Principle 6 E&S Governance	ProvidusBank's sustainability governance is structured at three levels. At the Board level, the Board Risk Management Committee oversees the identification, assessment, and management of sustainability risks and opportunities. The Board Cyber Security Committee, Board Audit Committee, and Board Finance and General Purposes Committee also carry sustainability-related mandates within their remits. At the management level, the ProvidusBank Sustainability Committee, chaired by the Chief Risk Officer, drives the implementation of sustainability priorities across business functions, supported by Sustainability Champions embedded in each department. In 2025, the bank engaged KPMG to conduct a full review and overhaul of its sustainability strategy, leading to the identification of 16 material topics and the formalisation of four sustainability pillars: Governing Responsibly, Investing in Our People and Communities, Innovating for the Future, and Operating Sustainably. The bank conducted 8 compliance audits in 2025, recorded zero sustainability-related non-compliance incidents, and presented monthly compliance performance reports to the Board throughout the year. An external NESREA-accredited environmental audit was also commissioned during the review period.	Ch. 3 – Our Approach to ESG Governance Ch. 5 – Corporate Governance Ch. 5 – Regulatory Compliance
Principle 7: Capacity Building Building internal capacity to implement the NSBP		
Principle 7 Capacity Building	ProvidusBank invested ₦319 million in external training in 2025, with 1,171 staff receiving skills-based development across 95 training programmes. 101 staff received sustainability specific training across 13 dedicated sustainability sessions, covering topics including ESG risk, just transition, ICT, and data security. Sustainability training is delivered through multiple channels: the IFC E-Learning Portal, the bank's internal learning platform (Prodemy), monthly cybersecurity awareness sessions, weekly Knowledge Sharing Sessions (KSS), and external conferences and seminars, including the FITC Sustainability ESG Conference and the Lagos Business School International Sustainability Conference. All new employees receive sustainability awareness training as part of the bank's induction programme. The Bank's Sustainability Committee, led by the CRO, ensures that board members and senior management are regularly trained on sustainability issues. All board members and senior management completed AML/CFT training in 2025, and the bank continues to benefit from the IFC's free advisory engagements as a participant in the IFC partnership programme since 2022.	Ch. 6 – Human Capital Management Ch. 5 – Risk Management Ch. 3 – Sustainability Governance Structure

NSBP Principle	Summary of ProvidusBank's Response	Report Reference
Principle 8: Collaborative Partnerships Promoting collaborative partnerships to advance sustainable banking		
Principle 8 Collaborative Partnerships	ProvidusBank actively fosters partnerships with national and international institutions to advance its sustainability agenda and broaden the impact of its operations. In 2025, key partnerships and engagements included: International Finance Corporation (IFC) — ongoing advisory engagement since 2022, including access to specialised sustainability training resources and the IFC E-Learning Portal. Development Bank of Nigeria (DBN) — strategic collaboration on SME and MSME funding, resulting in an award for the highest disbursement to the livestock value chain. UN Women — formal launch of SheThrives, a programme to empower female entrepreneurs through skills, resources, and market access. African Clean-up Initiative (ACI) — collaborative tree planting resulting in 1,500 trees planted across Lagos, Ogun, Oyo, Abia, Rivers, and Abuja, and co-hosting of the Walk for Mother Earth event. Rotary Club — 500 trees planted in Ado-Odo Otta. GetInvest EdgeFinance — participated in the programme launch for Nigerian financial institutions. NSBP Champions Meeting — attended the meeting hosted by GTB. WE Finance (WE-FI) Code — signed, committing to structured targets for women-owned enterprise financing. WIMBIZ — sponsored the 3rd London Conference themed 'The Power of Us'. Other partnerships: Medics Partners, Mente Calma, NOVO Health, Association of Nigerian Physicians in America, Leadway Health Insurance, The Woman Initiative, and Enterprise Development Centre.	Ch. 2 – Our Industry Associations and Memberships Ch. 4 – Our Approach to Stakeholder Engagement Ch. 6 – Community Impact Ch. 8 – Sustainable Finance
Principle 9: Sustainability Reporting Reporting on sustainability performance, in accordance with national and international standards		
Principle 9 Sustainability Reporting	This is ProvidusBank's second standalone sustainability report, covering the period from 1 January to 31 December 2025. The report is prepared in alignment with the Global Reporting Initiative (GRI) Standards 2021 and the Nigerian Sustainable Banking Principles (NSBP). In addition to this annual report, the bank submits mandatory biannual sustainability reports to the Central Bank of Nigeria (CBN) by the 7th day of the month following each half-year period — in January (covering	Ch. 1 – About this Report Appendix – External Limited Assurance Letter Appendix – GRI Content Index

NSBP Principle	Summary of ProvidusBank's Response	Report Reference
	H2 of the prior year) and in July (covering H1 of the current year). These submissions are reviewed and approved by the Board. The report also highlights the bank's contribution to the United Nations Sustainable Development Goals (UN SDGs) and reflects on alignment with the Women's Empowerment Principles (WEP). The bank has engaged KPMG for sustainability consultancy and strategy services, and external limited assurance has been obtained for selected disclosures.	

Index

GRI 2: General Disclosures 2021	GRI 2: General Disclosures 2021	
	2-1: Organisational details	Ch. 2 – Who We Are; Ch. 1 – About this Report
	2-2: Entities included in the organisation's sustainability reporting	Ch. 1 – About this Report
	2-3: Reporting period, frequency and contact point	Ch. 1 – About this Report
	2-4: Restatements of information	Ch. 1 – About this Report
	2-5: External assurance	Appendix – External Limited Assurance Letter
	2-6: Activities, value chain and other business relationships	Ch. 2 – Who We Are
	2-7: Employees	Ch. 6 – Workplace Diversity & Equity; Talent Attraction table
	2-8: Workers who are not employees	Ch. 6 – Workplace Diversity & Equity
	2-9: Governance structure and composition	Ch. 3 – Sustainability Governance Structure; Ch. 5 – Corporate Governance
	2-10: Nomination and selection of the highest governance body	Ch. 5 – Board Governance, Nomination and Remuneration Committee
	2-11: Chair of the highest governance body	Ch. 5 – Corporate Governance
	2-12: Role of the highest governance body in overseeing the management of impacts	Ch. 3 – Board Oversight; Ch. 5 – Corporate Governance
	2-13: Delegation of responsibility for managing impacts	Ch. 3 – Management Oversight; Ch. 5 – Committees
	2-14: Role of highest governance body in sustainability reporting	Ch. 3 – Sustainability Governance Structure
	2-15: Conflict of interest	Ch. 5 – Business Ethics
	2-16: Communication of critical concerns	Ch. 5 – Whistle Blowing
	2-17: Collective knowledge of the highest governance body	Ch. 5 – Corporate Governance; Board Committees
	2-18: Evaluation of the performance of the highest governance body	Ch. 5 – Board Governance and Remuneration Committee
	2-19: Remuneration policies	Ch. 6 – Workplace Diversity & Equity; Remuneration table
	2-20: Process to determine remuneration	Ch. 5 – Board Governance, Nomination and Remuneration Committee
	2-21: Annual total compensation ratio	Not disclosed
	2-22: Statement on sustainable development strategy	Ch. 4 – Our Sustainability Strategy; Ch. 1 – Messages from our Leaders
	2-23: Policy commitments	Ch. 4 – Guiding Principles; Ch. 5 – Business Ethics
	2-24: Embedding policy Commitments	Ch. 4 – Our Sustainability Strategy; Ch. 5 – Chapters 5–8
	2-25: Processes to remediate negative impacts	Ch. 5 – Business Ethics; Ch. 7 – Cyber Security
	2-26: Mechanisms for seeking advice and raising concerns	Ch. 5 – Whistle Blowing
	2-27: Compliance with laws and regulations	Ch. 5 – Regulatory Compliance
	2-28: Membership associations	Ch. 2 – Industry Associations; Ch. 4 – Stakeholder Engagement
	2-29: Approach to stakeholder engagement	Ch. 4 – Our Approach to Stakeholder Engagement
	2-30: Collective bargaining agreements	Not explicitly disclosed

GRI 3: Material Topics 2021	3-1: Process to determine material topics	Ch. 4 – Materiality Approach
	3-2: List of material topics	Ch. 4 – Our Material Topics (table of 16 topics)
	3-3: Management of material topics	Ch. 5 – Ch. 8 (dedicated sections per pillar)
GRI 200: Economic	201-1: Direct economic value generated and distributed	Ch. 1 – Economic Performance Snapshot
	201-2: Financial implications of climate change	Ch. 8 – Climate Change Mitigation and Adaptation
	203-1: Infrastructure investments and services supported	Ch. 8 – Sustainable Finance
	203-2: Significant indirect economic impacts	Ch. 6 – Financial Inclusion; Ch. 8 – Sustainable Finance
	204-1: Proportion of spending on local suppliers	Ch. 8 – Responsible Procurement
	205-1: Operations assessed for corruption risks	Ch. 5 – Anti-corruption
	205-2: Communication and training on anti-corruption	Ch. 5 – Anti-corruption
	205-3: Confirmed incidents of corruption	Ch. 5 – Anti-corruption
	206-1: Legal actions for anti-competitive behaviour	Ch. 5 – Regulatory Compliance; Business Ethics
	207-1: Approach to tax	Not disclosed
	207-4: Country-by-country reporting	Not Applicable
GRI 300: Environmental	302-1: Energy consumption within the organisation	Not disclosed
	302-3: Energy intensity	Not disclosed
	302-4: Reduction of energy consumption	Ch. 8 – Sustainable Resource Management
	303-3: Water withdrawal	Not Applicable
	305-1: Direct (Scope 1) GHG emissions	Not disclosed
	305-2: Energy indirect (Scope 2) GHG emissions	Not disclosed
	305-4: GHG emissions intensity	Not disclosed
	306-3: Waste generated	Ch. 8 – Sustainable Resource Management
	306-4: Waste diverted from disposal	Not disclosed
GRI 400: Social	401-1: New employee hires and employee turnover	Ch. 6 – Talent Attraction and Retention
	401-2: Benefits provided to full-time employees	Ch. 6 – Employee Engagement and Wellbeing
	401-3: Parental leave	Ch. 6 – Maternity and Paternity Leave table
	403-1: Occupational health and safety management system	Ch. 6 – Workplace Health and Safety
	403-5: Worker training on occupational health and safety	Ch. 6 – Workplace Health and Safety
	403-9 Work-related injuries	Ch. 6 – Workplace Health and Safety
	404-1: Average hours of training per year per employee	Ch. 6 – Human Capital Management
	404-2: Programmes for upgrading employee skills	Ch. 6 – Human Capital Management
	404-3 Percentage of employees receiving performance and career development reviews	Ch. 6 – Human Capital Management
	405-1: Diversity of governance bodies and employees	Ch. 6 – Workplace Diversity & Equity
	405-2: Ratio of basic salary of women to men	Ch. 6 – Workplace Diversity & Equity

GRI 200: Economic	406-1: Incidents of discrimination	Ch. 6 – Workplace Diversity & Equity; Labour Relations
	407-1: Operations where rights to freedom of association may be at risk	Not disclosed
	413-1: Operations with local community engagement	Ch. 6 – Community Impact
	413-2: Operations with significant negative impacts on local communities	Not disclosed
	414-1: New suppliers screened using social criteria	Ch. 8 – Responsible Procurement
	414-2: Negative social impacts in the supply chain	Ch. 8 – Responsible Procurement
	415-1: Political contributions	Not disclosed
	417-1: Requirements for product and service information	Ch. 7 – Customer Experience and Service Delivery
	417-3: Incidents of non-compliance with product/service regulations	Ch. 5 – Regulatory Compliance
	418-1: Substantiated complaints concerning breaches of customer privacy	Ch. 7 – Cyber Security
Financial Sector / Banking-Specific Disclosures	FS1: Policies with specific environmental and social components applied to business lines	Ch. 8 – Sustainable Lending and Investment Opportunities
	FS2: Procedures for assessing and screening environmental and social risks in business lines	Ch. 8 – Sustainable Lending and Investment Opportunities
	FS3: Processes for monitoring clients' implementation of and compliance with E&S requirements	Ch. 8 – Sustainable Lending
	FS4: Process(es) for improving staff competency to implement the E&S policies	Ch. 5 – Risk Management; Ch. 6 – Training
	FS6: Percentage of the portfolio for business lines by specific region, size and by sector	Ch. 8 – Sustainable Lending – sector table
	FS7: Monetary value of products/services designed to deliver a specific social benefit	Ch. 6 – Financial Inclusion; Women Empowerment
	FS8: Monetary value of products/services designed to deliver a specific environmental benefit	Ch. 8 – Sustainable Finance
	FS13: Access points in low-populated or economically disadvantaged areas	Ch. 6 – Financial Inclusion
	FS14: Initiatives to improve access to financial services for disadvantaged people	Ch. 6 – Financial Inclusion and Women Empowerment
	FS15: Policies for the fair design and sale of financial products and services	Ch. 7 – Customer Experience

ASSURED KEY PERFORMANCE INDICATORS - DEFINITIONS

PILLAR	MATERIAL TOPIC	KPI	DEFINITION
Governing Responsibly	Business Ethics	Total number of core staff who have received training on anti-corruption and anti-money laundering in 2025s	This KPI tracks the total number of employees who have received training in anti-corruption and anti-money laundering in 2025, and received a certificate of completion.
		Total number of Senior Management Staff who have received training on anti-corruption and anti-money laundering in 2025	This KPI tracks the total number of Senior Management Staff that have received training on anti-corruption and anti-money laundering in 2025, and received a certificate of completion.
		Total number of Board Members who have received training on anti-corruption and anti-money laundering in 2025	This KPI tracks the total number of Board members that have received training on anti-corruption and anti-money laundering in 2025, and received a certificate of completion.
Investing in our People and Communities	Human Capital Management	Total number of full-time new hires (both entry- and non-entry level roles) in 2025	This KPI tracks the total number of full-time new hires (both entry- and non-entry level roles) in 2025
		Total number of contract hires in 2025	This KPI tracks the total number of contract hires in 2025.
		Total number of employee exits in 2025 by: (a) Age group (b) Gender	This KPI tracks the total number of employee exits by: (a) Age group (b) Gender
	Workplace Diversity and Equity	Board categorization by gender	This KPI tracks Board Categorisation by male and female as at the last day of the financial year
		Senior Management categorization by gender	This KPI tracks Senior Management Categorisation by male and female as at the last day of the financial year
		Employee Categorization by gender	This KPI tracks the total number of employees at Providus Bank by male and female for the financial year
		Employee Categorization by age group	This KPI tracks the total number of employees at Providus Bank by age group for the financial year
	Financial Inclusion and women Empowerment	Total number of new legal women customers for the year	This KPI tracks the total number of customers who opened legal women accounts in 2025.

KEY DEFINITION OF TERMS		
S/N	TERM	DEFINITION
1	Gender	Gender, in the context of Providus Bank refers to the classification of individuals as male or female, primarily for the purposes of workforce data reporting, diversity tracking, and gender-based policy analysis.
2	Employee	Individual who is in an employment relationship with the organization according to national law or practice.
3	Full time Employee	employee whose working hours per week, month, or year are defined according to national law or practice regarding working time, usually 40hours a week. An entry-level (Graduate Trainee) employee is an employee with typically 0-1 year of post-NYSC experience. At Providus, full time employees are also referred to as core staff.
4	Contract Employee	Employee with a contract for a limited period (i.e., fixed term contract) that ends when the specific time period expires, or when the specific task or event that has an attached time estimate is completed (e.g., the end of a project or return of replaced employees)
5	Employee turnover/exit	Employees who leave the organization voluntarily or due to dismissal, retirement, or death in service

KEY DEFINITION OF TERMS

S/N	TERM	DEFINITION
6	Regal by ProvidusBank	Regal by ProvidusBank is a women-specific financial product offering aimed at supporting female entrepreneurs and professionals through targeted programmes and initiatives.
7	Regal women	These are female entrepreneurs who have been supported by Providus Bank under the Regal by Providus initiative and have an active MSME account - Regal is the Banks premier banking solution, designed to empower women to achieve their financial ambitions and redefine their future. A Regal woman is a lady that is in C- Suite executive, top executive, and salary women that earn ₦600,000 per month. An active account is one where there are frequent transactions within the account
8	Regal Account	This represents the active MSMEs bank accounts owned by female entrepreneurs who are beneficiaries of the Regal Women Initiative of Providus Bank.
9	Senior Management	Senior management starts from Assistant General Manager (AGM) to General Manager (GM), there is not set number of years for one to become a senior management staff
10	Age group	Age group in Providus bank is categorised into: 18-25 26-30 31-40 41-50 51-60 61 and above

Tired of Bill-Payment Clutter?



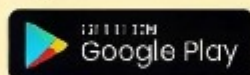
1. Electricity bill? (done)
2. WiFi and Netflix? (done)
3. Fuel? (done)



All paid with ONE prepaid card, without
messing up your personal spending money.

That's the power of the **Providus Prepaid Card**.
Separate Your Bills, Simplify Your Life.

Request via the Travel card app



For more information, please call our **Business Concierge** on 070077684387, 02012270200 or email businessconcierge@providusbank.com.

www.providusbank.com



PROVIDUSBANK