

Corporate Sustainability Reporting Directive (CSRD) Statement

Introduction

This section of the 2025 Annual Report and Financial Statements (2025 Annual Report) describes our sustainability approach and performance, in accordance with the Corporate Sustainability Reporting Directive (CSRD). The CSRD is an EU regulatory framework designed to improve the consistency and transparency of sustainability reporting, which came into effect for IPF plc from the 2024 financial year. These standards ensure consistency and comparability across industries and companies. Our CSRD disclosures are integrated into this 2025 Annual Report and present a connected view of our financial and sustainability performance, reflecting how environmental, social and governance (ESG) matters influence our strategy, business model, risk profile and long-term value creation.

The CSRD framework requires us to report on material impacts, risks and opportunities (IROs) across our value chain using a double materiality perspective. We conducted our first double materiality assessment (DMA) in 2024 and updated the assessment in 2025. The assessment identifies the sustainability matters that are material to our business, and ensures we disclose both how IPF's activities affect people and the environment, and how sustainability-related matters may influence our business performance and future prospects. You can find more information on our DMA process and reporting criteria on page 85.

ESRS 2 General disclosures

BP-1 General basis for preparation of the sustainability statements

This CSRD Statement for IPF plc has been prepared on a consolidated basis with the same scope as the financial statements. It covers the parent company, IPF plc and subsidiaries controlled directly or indirectly by IPF plc. Subsidiaries of IPF plc are exempted from preparing individual company or sustainability reports pursuant to Articles 19a(9) or 29a(8) of Directive 2013/34/EU, as their sustainability information is incorporated into this consolidated report. A list of the entities covered by this report can be found in the notes of this report on page 109. The CSRD Statement covers the main value chain of IPF plc, including the IROs in our upstream, downstream and own operations.

BP-2 Disclosures in relation to specific circumstances

In preparing these sustainability statements, the Group has considered the specific circumstances set out in ESRS 2 BP-2 and confirms the following:

Time horizons

In assessing material IROs, the Group has applied time horizons consistent with its internal strategic planning, risk management and climate-related assessment processes.

For the purposes of the 2025 reporting period these are:

Short term (0-3 years): aligned to the average loan term and the flexibility of our credit strategies and field operations.

Medium term (3-10 years): aligned to the Group's strategic planning horizon.

Long term (10+ years): aligned to the useful economic life of the majority of Group assets and longer-term transition pathways.

These time horizons differ in part from the default definitions set out in ESRS 1. The Group has adopted horizons that reflect how sustainability-related matters are managed internally, including alignment with its strategic planning cycle and climate scenario analysis. The Group considers that this approach provides decision-useful information by ensuring consistency between sustainability reporting, risk management and financial planning processes.

Time horizons applied to individual material IROs are disclosed within the relevant tables in this report and are consistent with the approach described above.

Prior period error

During the preparation of the 2025 sustainability statements, the Group identified a prior period error in the calculation of Disclosure Requirement S1-15 (employees entitled to family-related leave) for the 2024 reporting period.

The error arose from an inconsistency in the population used to calculate the percentage in one jurisdiction. The 2024 comparative figure has been restated to ensure consistency with the methodology applied in 2025, which is based on active employees at the reporting date only. As a result, the previously reported 2024 percentage of 98% has been revised to 88.9%.

There is no impact on other sustainability disclosures, narrative reporting or the Group's financial statements. Further detail is provided in the ESRS S1 disclosures.

Use of phase-in reliefs and transitional provisions

The Group has applied the transitional provisions permitted under the ESRS where applicable. Any such use of phase-in reliefs is explained in the relevant topical ESRS disclosures. Where transitional reliefs have been applied, this reflects the availability and maturity of underlying data and processes during the reporting period.

Use of estimates, assumptions and measurement uncertainty

Where quantitative or qualitative information is based on estimates or assumptions, these reflect management's best judgement based on information available at the reporting date. Estimates and assumptions used in the preparation of the sustainability statements are consistent with those applied in the Group's financial reporting processes, where relevant.

The Group continues to enhance data collection processes to improve accuracy and completeness over time.

Value chain information

In certain areas, sustainability information relating to the value chain is based on a combination of internally available data, engagement with relevant counterparties, and reasonable assumptions where direct information is not available. The use of such approaches reflects the current availability of data within the value chain and is considered appropriate to provide a fair and balanced view of the Group's material IROs.

The Group confirms that none of the sustainability metrics disclosed in these sustainability statements include upstream or downstream value chain data estimated using indirect sources. All reported metrics are based on data derived from the Group's own operations and internal systems.

Accordingly, the disclosure requirements set out in ESRS 2 BP-2 paragraph 10 in relation to estimated value chain metrics are not applicable for the reporting period.

Data availability and comparability

The sustainability statements have been prepared for the same reporting period as the consolidated financial statements. No material changes to the basis of preparation or measurement methodologies have been made compared to the prior reporting period. Where comparative information is limited or not available, this reflects the first-time or evolving nature of certain disclosures under the ESRS framework.

The Group has assessed the quantitative metrics and monetary amounts disclosed in these sustainability statements for measurement uncertainty. No metrics have been identified as subject to a high level of measurement uncertainty. The reported metrics are based on direct operational data, documented policies, and established measurement methodologies with reliable data sources.

Omission of information due to undue cost or effort

The Group has not omitted any information required by the ESRS on the grounds of undue cost or effort.

Omission of information due to intellectual property, know-how or results of innovation

The Group confirms that, during the reporting period, no information has been omitted from the sustainability statements due to concerns regarding intellectual property, know-how, or the results of innovation.

The Group has reassessed the applicability of the specific circumstances set out in ESRS 2 BP-2 for the current reporting period and confirms that these remain appropriate and consistent with the prior reporting period.

GOV-1 Our sustainability governance

At IPF, sustainability matters are embedded within our existing governance framework. The Group Board is ultimately responsible for the oversight of sustainability matters, including the management of material IROs and for ensuring that these considerations are integrated appropriately into the Group's strategy, risk management and decision-making processes.

Details of the roles, responsibilities and composition of the Group Board, together with the operation of its Committees, are set out in the Directors' Report on pages 131 to 132. This section focuses specifically on how sustainability matters are governed within those established structures.

Our sustainability governance

This diagram demonstrates how our sustainability governance operates. It is designed to ensure effective oversight by the Board and Executive Management with input from functions and markets.



The Group Board holds the highest level of responsibility for overseeing the Group's sustainability strategy and our management of material IROs. The Board provides strategic direction on sustainability matters, including reviewing and approving the annual plan for this area, approving various sustainability-related policies, and reviewing public disclosures made by the Group concerning sustainability. The Group confirms that, during the current reporting period, there are no employees or other workers serving as representatives on the Group Board.

Committees of the Board support the Group Board by overseeing specific areas in line with corporate governance requirements. The responsibilities of each Committee are formalised in separate Committee Terms of Reference documents, which are reviewed and, if deemed necessary, updated and approved by the Group Board annually. The Terms of Reference for each Committee are available on our website at www.ipfin.co.uk. Members of the Board Committees, including the Chair, are appointed by the Group Board from its own members. Specific Board Committees which operated in 2025 were:

- **Audit and Risk Committee:** Responsible for the oversight of financial, sustainability, and statutory audit matters, internal control and risk management, including business conduct and probity, whistleblowing procedures, and related matters. Tasks include supervision of the external auditor's independence and the procedure for the election of an external auditor, and overseeing sustainability-related disclosures. The Committee ensures that sustainability risks, including those related to climate change and regulatory compliance, are managed and reported effectively.
- **Remuneration Committee:** Responsible for determining executive remuneration, reviewing the Remuneration Policy and ensuring compliance with it, overseeing incentive programmes including alignment with sustainability commitments when relevant, overseeing pension retirement schemes for the Executive Management and preparation of the Directors' Remuneration Report.
- **Nominations and Governance Committee:** Responsible for effective Board governance arrangements, and the composition of the Group Board and Executive Management.

Details of the membership of each of these Committees are set out on pages 139, 145 and 153 of the 2025 Annual Report.

The members of the Board possess substantial experience in financial services, governance, and risk management. For more detailed information on the expertise of Group Board members, see pages 128 to 129 of the 2025 Annual Report.

The Nominations and Governance Committee assists the Group Board in determining if appropriate strategic, sector-specific, sustainability, and other necessary skills and expertise are available within the Group Board and the Executive Management. The Committee must ensure that all candidates for membership of the Group Board fulfil stakeholder expectations and have the right skills, including relevant sustainability and business conduct expertise.

The Group Board evaluates the competencies, diversity, knowledge, and experience of the individual members of the Group Board and the Executive Management annually, which is a key input to recruitment decisions. The Board also undertakes periodic training, which includes sustainability-related matters. In 2025 the Board and its Committees reviewed a number of items relevant to its material IROs including: (i) employee engagement and development (S1 – Own

Workforce) through Chief HR Officer's People updates to the Board; and (ii) consumer-related matters (S4 – Consumers and end-users), including ethical marketing and consumer protection, social inclusion of customers, and information-related impacts for customers, through the Chief Marketing Officer customer updates to the Board and twice-yearly privacy updates from the Group Data Protection Officer and the Audit & Risk Committee.

The Executive Management is made up of 15 individuals reporting to the Chief Executive Officer. 6.7% of these individuals are female and 93.3% are male. In 2024, the number of Executive Management members remained unchanged; however, the composition was 13.3% female and 86.7% male. The purpose of the Executive Management is to undertake day-to-day management in a way that aligns with the overall strategic direction set by the Group Board. Their tasks include ensuring compliance with various Board-approved policies and applicable regulatory requirements, decision-making on resource allocation, and ensuring sustainability and business conduct align with our long-term plans.

The Group Board is responsible for setting the Group's overall strategy and for oversight of management. Information on the composition of the Group Board, including the number of Non-Executive Directors, gender diversity of the Board, and the proportion of independent Board members, is disclosed on page 131 of the 2025 Annual Report.

The division of responsibilities between the Executive Management and the Group Board is set out in the Matters Reserved to the Board document, which is approved by the Board annually.

Responsibility for the oversight of IROs is embedded within the roles of the Board and the Board Committees, particularly the Audit and Risk Committee. Business conduct policies, including our Code of Ethics, are reviewed and approved annually by the Group Board. The following depicts management's role in the control and management of IROs by outlining their reporting lines to the administrative, management, and supervisory bodies, and their integration with other internal functions.

Group Sustainability – The primary function within management responsible for the identification, management, and communication of our IROs. It ensures compliance through the establishment of appropriate procedures for sustainability data collection. It also ensures legal compliance with all sustainability matters from a reporting perspective, relevant sustainability standards and regulatory requirements. Disclosures on environmental matters, upstream and downstream value chain social matters, and overarching sustainability topics are anchored within this area.

Group Legal – Provides counsel for the legal compliance of disclosures on sustainability matters from both a reporting perspective and in terms of relevant sustainability standards and legal requirements for specific matters. Disclosures of governance matters are the responsibility of Group Legal, which provides information on governance structures, policies, and procedures to Group Sustainability.

Group HR – Disclosures on social matters concerning our own workforce are anchored within Group HR, which reports data about our employees and customer representatives together with social activities to Group Sustainability for DMA and reporting purposes.

Executive Management

The Chief Legal Officer is the individual within the Executive Management responsible for the disclosure and reporting of non-financial sustainability matters. Executive Management participate in discussions and use their knowledge and expertise to guide the Group Board and enable them to make informed decisions on sustainability matters. Final decisions on IROs are made by the Group Board

The Group Board used the results of the DMA to guide the setting of targets in relation to our material IROs whenever relevant. When targets are set, these are to be tracked using appropriate qualitative and quantitative indicators. Currently, we have not set Group-level targets other than emissions-related targets. The setting of emissions-related targets has been driven by UK regulation (i.e. TCFD), and targets relevant to material sustainability matters will be developed in time. We are considering how and where we will set strategic targets to accelerate both business strategy and sustainability performance further.

GOV-2 Information provided to and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies

The Group Board and Board Committees are informed of sustainability matters by the Chief Legal Officer as required. In 2025, this meant the Group Board approved the Company's Sustainability Plan for 2025/2026 and received an interim update on progress. In relation to IROs, the DMA process was briefed to Executive Management in Q3 2025, and the results were reviewed by Executive Management and the Group Board as part of strategic planning activities in Q4 2025. The Group Board considered matters relevant to the Group's material IROs during the reporting period. These comprised the material IROs identified through the Group's DMA, as set out on page 84.

GOV-3 Integration of sustainability-related performance in incentive schemes

The incentive schemes provided to the Group's executive directors included sustainability-related matters in 2025. No other member of any administrative or management bodies at the Group are remunerated on the basis of incentive schemes linked to sustainability matters.

Full details of the Group executive directors' incentive schemes are detailed in the Remuneration Policy. Part of their remuneration includes an annual bonus scheme. For the Chief Executive Officer, the objectives in the annual bonus scheme are agreed by the Chair of the Group Board with input from the Remuneration Committee. The Chief Financial Officer's objectives are determined by the Chief Executive Officer. Performance is measured over the financial year and is assessed using the following criteria:

- typically 80% of total bonus opportunity is subject to achievement of financial measures; and
- typically 20% of total bonus opportunity is subject to achievement of personal objectives linked to achievement of Group strategy.

The personal objectives agreed for Group executive directors included a sustainability-related objective in 2025. This objective was not assessed against specific sustainability-related targets and/or impacts, and sustainability-related performance metrics were not considered as performance benchmarks or included in the Group's Remuneration Policy. All decisions on performance outcomes for the Group executive directors are made by the Remuneration Committee.

GOV-4 Statement on sustainability due diligence

The table below indicates the paragraphs that contain disclosures about our current sustainability due diligence performance.

| Core elements of due diligence | Description | Relevant section in CSRD Statement |
|--|--|---|
| Identification of sustainability risks and impacts | We assess actual and potential adverse sustainability impacts across our operations and value chain. | (i) SBM-3 Material IROs and their interaction with strategy and business model (ii) Double Materiality Assessment and (iii) Risk identification and assessment (pages 84-88). |
| Integration into policies and procedures | Sustainability risks and due diligence are embedded in Company policies, including human rights, sustainability, and Code of Conduct policies. | Sustainability Governance (pages 77-79) and Policies (page 92). |
| Stakeholder engagement | We engage with stakeholders, including employees, suppliers, communities and investors, to identify and address sustainability concerns. | Interests and views of stakeholders (page 83). |
| Grievance and remediation mechanisms | We provide reporting channels for sustainability-related concerns and have mechanisms to address grievances. | Processes to remediate negative impacts and channels for own workforce to raise concerns (pages 96-97). |
| Reporting and transparency | We disclose sustainability-related risks, impacts and mitigation strategies in alignment with regulatory requirements. | (i) SBM-3 Material IROs and their interaction with strategy and business model (ii) Double Materiality Assessment and (iii) Risk identification and assessment (pages 84-88). |

GOV-5 Risk management and internal controls over sustainability reporting

The Group's risk management and internal control system in relation to the sustainability reporting process can be summarised as follows:

Board and Committee oversight

- The Group Audit and Risk Committee's responsibilities include oversight of the Group's sustainability reporting.
- The Chief Legal Officer, who attends Board meetings and the Group Audit and Risk Committee meetings, is accountable for sustainability reporting.
- The oversight of this process is managed by the RBF Steering Group, which is composed of key functions including Finance, Risk, Legal, Procurement and HR.

Defined responsibilities

- The Sustainability function oversees the collation of information from different business units.
- Each business unit which is required to provide sustainability-related information must nominate a Sustainability Reporting Officer to ensure consistent data collection.

SBM-1 Strategy, business model and value chain

Products and services offered

Our products and services are tailored to meet our customers' needs and different credit profiles and preferences. The table below shows the products offered in 2024 and 2025.

| Product | Estonia | Latvia | Lithuania | Mexico | Australia | Poland | Romania | Hungary | Czech Republic |
|--|---------|--------|-----------|--------|-----------|--------|---------|---------|----------------|
| Home credit instalment loans (1): Small-sum loans with weekly personal service and an increasingly digital touch, provided in customers' homes by our customer representatives. | | | | ● | | ● | ● | ● | ● |
| Home credit instalment loans (2): Medium-sum loans with monthly personal service and an increasingly digital touch, provided in customers' homes by our customer representatives. | | | | | | ● | | | |
| Hybrid loans: A unique blend of customer representative and digital channels for those who do not have a strong enough credit profile to get a fully digital offer. | | | | | | ● | ● | | |
| Credit card: A convenient way for customers to make in-store purchases, shop online, or access cash through their customer representative or ATMs. | | | | | | ● | | | |
| Retail credit: Partnering with retailers to provide instalment loans to customers, both in-store and online. | | | | ● | | | ● | | |
| Value-added services: A range of value-added products beyond credit including health and life insurance. | ● | ● | ● | ● | | ● | ● | ● | ● |
| Digital instalment loans: Affordable, end-to-end digital service with terms from one month to three years and monthly repayments. | | | ● | | | ● | ● | | |
| Revolving credit line: Flexible access to money up to a preset limit and when customers pay down, more credit becomes available. | ● | ● | ● | ● | ● | | | | ● |
| Mobile wallet: Account management and value-added services in the pocket of our customers. | ● | ● | ● | ● | ● | | | | ● |

- Product offered in 24
- Product offered in 25

Integration into reporting and decision-making

- Sustainability performance is reported quarterly to the Group Board through the provision of a dedicated ESG management information pack.

Stakeholder engagement

- Formal stakeholder consultation (customers, colleagues, suppliers, investors, NGOs), to identify sustainability risks and opportunities.
- Sustainability risks and opportunities are an input to the strategic planning process undertaken by Executive Management and the Group Board.

There is no specific risk prioritisation methodology used by the Group. The following risks have been identified as relevant to the Group's sustainability reporting following internal discussions:

- Data quality and accuracy:** Ensuring that sustainability metrics and disclosures are accurate, reliable, and based on verifiable data.
- Regulatory compliance:** Monitoring compliance with evolving sustainability regulations and standards, such as ESRS requirements, to avoid legal and financial penalties.

| Market | Number of Employees | |
|----------------|---------------------|-------|
| | 2025 | 2024 |
| Mexico | 2,605 | 2,569 |
| Poland | 1,018 | 1,040 |
| Hungary | 2,065 | 2,150 |
| Czech Republic | 319 | 302 |
| Romania | 1,944 | 1,960 |
| United Kingdom | 131 | 126 |
| Estonia | 130 | 120 |
| Lithuania | 34 | 30 |
| Latvia | 35 | 34 |
| Australia | 24 | 20 |

In the reporting period, the Group generated total revenue of £737.5m (2024: £726.3m).

The Group provides regulated consumer credit products designed to meet the needs of underserved and underbanked consumers across the markets in which it operates. Products are offered through the Group's established operating models, including home credit and digital lending, and are designed to be transparent, affordable and aligned with applicable regulatory requirements in each jurisdiction.

The Group's products are originated, distributed and serviced primarily through its own operations, including customer-facing roles and supporting back-office functions. Customer interactions, including loan origination, servicing and collections, represent a key part of the Group's downstream value chain, while product design, governance, risk management and oversight sit within the Group's own operations.

The table on page 80 summarises the Group's principal product types by market.

Changes in product offering during the year

In Poland, medium-sum loans with monthly personal service were introduced in response to rising inflation, increased competition and higher customer income levels, which have shifted demand towards larger, longer-term borrowing. Regulatory price caps on short-term lending also influenced this change. The new product better aligns with customer demand, supports competitiveness and improves portfolio economics within the regulatory framework.

In the Baltics, the value-added services (VAS) proposition was withdrawn following a strategic review. Customer uptake was low and the expected long-term financial returns did not justify the operational investment required. Resources have been reallocated to higher-priority initiatives.

The Group's consumer credit products incorporate product and service characteristics intended to avoid or mitigate potential negative impacts on consumers, including risks related to affordability, transparency and customer understanding. These characteristics include clearly defined pricing structures, contractual terms and customer communications designed to support informed decision-making, as well as credit assessment and affordability checks aligned with applicable regulatory requirements in each market.

Product design, approval and ongoing review are subject to internal governance processes, including oversight by relevant risk, compliance and product governance functions. These processes apply across the product lifecycle, including origination, servicing and collections, and are intended to promote fair customer outcomes and consistent application of regulatory standards.

The Group enables access to consumer credit for underserved and underbanked consumers by offering products through operating models designed to reach customers who may have limited access to mainstream financial services. This includes the provision of home credit and digital lending models, which allow customers to access credit through channels that reflect local market conditions, customer preferences and levels of digital inclusion.

These operating models are supported by locally tailored product features and distribution approaches, while operating within a consistent Group-wide framework for governance, risk management and customer protection.

Sustainability-related goals

The Group confirms that, at present, there are no specific sustainability-related goals in place for the following areas: significant groups of products and services, customer categories, geographical areas, or relationships with stakeholders. Our current strategy prioritises core business themes like profitable growth and customer satisfaction, with sustainability considerations such as our workforce and responsible lending integrated into our operations. While sustainability is not a primary driver, we monitor emerging trends and regulations, exploring training and data analysis to inform future strategic development. We regularly review our approach and will adapt as needed.

Disclosure of business model and value chain

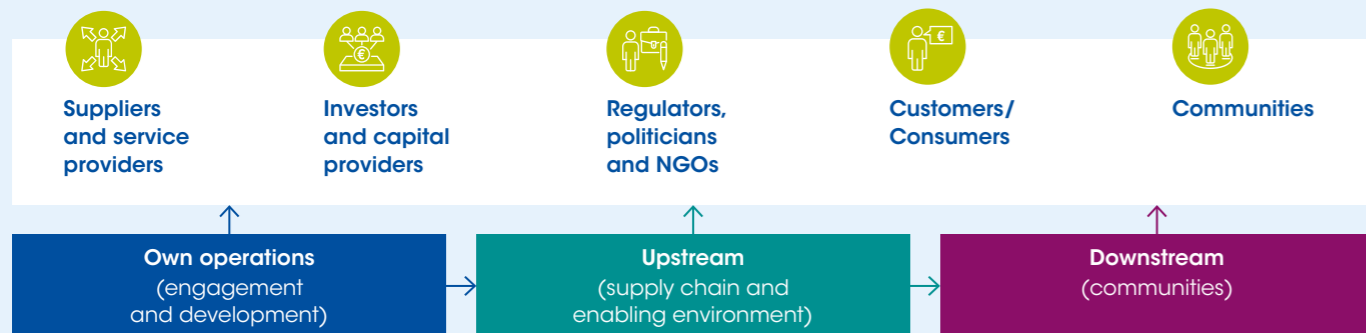
Our business model is aimed at assisting underserved consumers access financial services, and creating long-term value for the communities we serve. We have built a suite of products which are tailored to our customers' financial circumstances, needs and preferences, and we deliver them in a responsible way. In doing so, we are increasing financial inclusion for millions of people. Our approach is built on sustainable funding, multi-channel distribution, and strong regulatory compliance.

We raise funds through diversified wholesale financing instruments, including Eurobonds, bilateral financing arrangements, and other capital market sources. These funds enable us to provide the range of tailored financial products we offer to consumers.

Our products are delivered through multiple channels to ensure accessibility and convenience. We are committed to responsible lending, ensuring that all credit is extended based on a customer's ability to repay. Our affordability assessments, transparent pricing and ethical collection practices are designed to support long-term financial wellbeing. We operate within the legal and regulatory frameworks of each market, ensuring adherence to consumer protection laws, fair lending standards, and financial regulations.

This model illustrates where our material IROs occur across our direct and indirect business relationships throughout the full value chain; upstream, within our own operation and downstream, including in relation to key stakeholders.

Value chain assessment



Social material topics (ESRS S1,S4)

| Own operations | Cross-cutting (applies across value chain) | Downstream (communities) |
|--|--|---|
| <p>S1 - Employee engagement and development</p> <ul style="list-style-type: none"> Engagement, wellbeing and retention Skills, learning and career development Fair treatment, inclusion and internal mobility | <p>Cross-cutting</p> <ul style="list-style-type: none"> Engagement with regulators, politicians and NGOs Compliance with consumer protection frameworks Trust, legitimacy and social licence to operate | <p>S4 - Social inclusion of consumers</p> <ul style="list-style-type: none"> Access to credit for underserved groups Fair product design and affordability Non-discriminatory lending practices |
| | <p>S4 - Information-related impacts for customers</p> <ul style="list-style-type: none"> Customer data protection and privacy Responsible data collection, use and storage Cybersecurity and data breach prevention Transparency on data rights and usage | <p>S4 - Ethical marketing and consumer protection</p> <ul style="list-style-type: none"> Responsible advertising and sales practices Avoidance of misleading or aggressive tactics Protection of vulnerable customers |

Our value chain

1. Upstream value chain

Our upstream value chain encompasses the resources and services we rely on to create and deliver our lending products. Key actors include:

- Capital markets:** We secure funding through a range of wholesale funding arrangements. These relationships are crucial for ensuring the availability of capital for lending.
- Technology providers:** We rely on third-party IT service providers, cloud infrastructure partners and cybersecurity companies to maintain secure and scalable digital lending platforms.
- Credit bureaus:** We subscribe to credit reporting services, recognising that access to accurate credit information is fundamental to our underwriting process and responsible lending practices.

- Third-party service providers:** We engage with a range of suppliers for various services including collection of customer repayments, legal support and marketing. These relationships allow us to scale our operations and access specialised expertise.
- Insurance providers:** We contract with third-party insurers to provide value-added services, with the insurer underwriting the policy, managing claims and assuming risk.
- Physical locations:** Our business operations are supported by a network of owned and leased physical locations, which are integral to delivering our financial products and services, with leasing arrangements managed through agreements with landlords and property management firms.

2. Our operations

Our core operations involve:

- Loan origination and underwriting:** We evaluate loan applications based on creditworthiness, income and other factors, adhering to regulatory requirements and our internal risk appetite. This process includes automated scoring models and manual review.
- Servicing:** We manage repayments, provide customer support and handle enquiries. We strive to offer convenient payment options and clear communication throughout the loan lifecycle.
- Risk management and compliance:** We continuously monitor loan performance, assess credit risk and ensure compliance with all applicable laws and regulations.
- Technology and data analytics:** We invest in technology to streamline processes, improve decision-making, and enhance the customer experience. Data analytics plays a vital role in credit scoring, fraud detection and portfolio management.

3. Downstream value chain

Our downstream value chain focuses on the delivery of our lending products to customers and the subsequent management of those loans. Key actors include:

- Customers:** We provide financial products to a broad consumer base, supporting financial inclusion through responsible credit access.
- Debt collection agencies (where applicable):** We partner with dedicated debt collection agencies to recover outstanding balances on delinquent accounts. We adhere to ethical and compliant collection practices.
- Credit reporting agencies:** We report borrowers' payment history to credit bureaus, contributing to the credit ecosystem.
- Retail partners:** Our products include point-of-sale financing in both physical locations and online, provided in conjunction with retail partners, integrating financial solutions into everyday consumer transactions.

SBM-2 Interests and views of stakeholders

Detailed below is information on stakeholder engagement in 2025. More information can be found in the stakeholder engagement section of this 2025 Annual Report on pages 46 to 63.

DMA Stakeholder engagement

| Colleagues | Customers | Investors | Communities | Suppliers |
|---|--|--|---|--|
| <p>Engagement approach</p> <ul style="list-style-type: none"> Surveys | <p>Engagement approach</p> <ul style="list-style-type: none"> Surveys | <p>Engagement approach</p> <ul style="list-style-type: none"> Surveys Workshop with investment brokers | <p>Engagement approach</p> <ul style="list-style-type: none"> Surveys | <p>Engagement approach</p> <ul style="list-style-type: none"> Surveys |
| <p>Focus areas</p> <ul style="list-style-type: none"> Information management and data protection Corruption and bribery prevention Equal treatment (own workforce) Working conditions (own workforce) Employee engagement and development | <p>Focus areas</p> <ul style="list-style-type: none"> Equal treatment (own workforce) Employee engagement and development Social inclusion of consumers Health and safety Working conditions (own workforce) | <p>Focus areas</p> <ul style="list-style-type: none"> Social inclusion of consumers Community economic and social rights Ethical marketing and consumer protection Information management and data protection Social inclusion and diversity (own workforce) | <p>Focus areas</p> <ul style="list-style-type: none"> Social inclusion of consumers Ethical marketing and consumer protection Employee engagement and development Community economic and social rights Social inclusion and diversity (own workforce) | <p>Focus areas</p> <ul style="list-style-type: none"> Employee engagement and development Corruption and bribery prevention Working conditions (own workforce) Equal treatment (own workforce) Social inclusion of consumers |
| <p>Strategic pillars</p> <p>○</p> | <p>Strategic pillars</p> <p>FI ○ TD</p> | <p>Strategic pillars</p> <p>FI ○</p> | <p>Strategic pillars</p> <p>○</p> | <p>Strategic pillars</p> <p>○</p> |

The Group Board is updated on stakeholder feedback through (i) dedicated updates concerning key stakeholder groups delivered by members of Executive Management; (ii) receiving a dedicated stakeholder update twice annually which covers the impact of stakeholders on the Group, and the decisions the Group Board has made impacting specific stakeholder groups; and (iii) each paper considered by the Group Board and Board Committees includes a section highlighting stakeholder impacts.

Strategic pillars key

- FI Next Gen financial inclusion
- Next Gen organisation
- TD Next Gen technology and data

SBM-3 Material IROs and their interaction with strategy and business model

In identifying IROs, the Sustainability function considered how each material ESRS topic interacts specifically with the Group's business model and day-to-day activities. This involved considering, for each material topic, how the design, marketing, provision and servicing of regulated consumer credit products could give rise to actual or potential impacts on consumers or employees, and how those impacts could in turn create risks or opportunities for the Group. In identifying IROs, the Sustainability function applied qualitative judgement consistent with ESRS requirements, considering the nature, severity and likelihood of impacts on stakeholders, and the relevance of associated risks and opportunities to the Group's business model, without applying separate quantitative thresholds at IRO level.

In line with ESRS requirements, the Group distinguishes clearly between its impacts on people and society and the risks and opportunities that may arise for the Group as a result of those impacts. Impacts describe the Group's actual or potential positive or negative effects on consumers and employees resulting from its activities and business relationships. Risks and opportunities describe the potential effects of sustainability matters on the Group's financial position, financial performance or future prospects.

As part of the DMA, impacts were identified and assessed first. Where relevant, the Sustainability function then considered whether those impacts could give rise to associated risks or opportunities for the Group. These are presented separately in the IRO table below to reflect their distinct nature, even where they are closely linked.

This topic-by-topic consideration of the Group's specific activities and operating model informed the identification of the concrete IROs set out in the table below.

| ESRS topic | DMA material topic | IRO Type | Description of impact / risk / opportunity | Affected stakeholders | Value chain | Time horizon |
|------------------|---|-------------------|--|-----------------------|--------------------------------|----------------|
| S4 Consumers | Ethical marketing and consumer protection | Impact (Negative) | Risk of consumer detriment arising from misleading, unclear or inappropriate marketing or sales practices, particularly in relation to financial decision-making | Consumers | Own operations | Short / Medium |
| S4 Consumers | Ethical marketing and consumer protection | Risk | Regulatory, legal or reputational risk arising from non-compliance with consumer protection or responsible marketing requirements | Consumers | Own operations | Short |
| S4 Consumers | Information-related impacts | Risk | Financial, regulatory and trust-related risk associated with data protection or privacy incidents | Consumers / Business | Own operations / third parties | Short |
| S4 Consumers | Information-related impacts | Impact (Negative) | Potential adverse impact on consumers arising from misuse, loss or unauthorised access to personal or financial data | Consumers | Own operations / third parties | Short |
| S4 Consumers | Social inclusion of consumers | Opportunity | Provision of access to responsible financial products and services to underbanked or underserved consumers, supporting social and economic inclusion | Consumers | Own operations | Medium / Long |
| S4 Consumers | Social inclusion of consumers | Impact (Positive) | Positive impact arising from fair access to credit and financial services where delivered responsibly and transparently | Consumers | Own operations | Medium |
| S1 Own workforce | Employee engagement and development | Impact (Negative) | Risk of reduced employee engagement, capability or wellbeing where development, feedback or support mechanisms are ineffective | Employees | Own operations | Medium |
| S1 Own workforce | Employee engagement and development | Opportunity | Opportunity to strengthen workforce capability, retention and engagement through effective training, development and feedback | Employees | Own operations | Medium / Long |

The Group has assessed the anticipated financial effects of its material sustainability-related risks and opportunities on its financial position, financial performance and cash flows over the short, medium, and long term. Based on this assessment, no material current or anticipated financial effects have been identified that would require quantification at the reporting date.

This reflects the nature of the Group's material sustainability-related risks and opportunities, which are closely linked to the Group's core regulated business activities and are managed through established governance, risk management and control frameworks. As a result, these matters are not expected to give rise to discrete or incremental financial effects that can be separately identified from the Group's overall financial performance at this stage.

Further detail on the time horizons, is set out in the Group's climate-related financial disclosures prepared in line with the Task Force on Climate-related Financial Disclosures (TCFD) on page 113 of the 2025 Annual Report

These matters will remain a key focus for management and the Group Board, and will be assessed regularly through the strategic planning process to ensure appropriate risk mitigation and opportunity management.

In the context of ongoing strategic developments, including the cash offer for IPF plc, the Group continues to assess the interaction between its material IROs and its strategy and business model. At the reporting date, no specific changes to the Group's approach to managing material sustainability-related risks and opportunities have been reflected in its strategy, investment or funding plans. The Group will continue to monitor developments and consider their implications through its established governance and decision making frameworks.

As our material IROs are related to our core business activities, our initiatives to improve opportunities and mitigate impacts and risks are embedded in already established governance structures. As a result, our resilience is deemed high within the time horizons applied in the CSRD. The resilience analysis is based on qualitative input by internal subject-matter experts, including an overall assessment of the mitigating factors in place across all IROs.

The Group has assessed the resilience of its strategy and business model regarding its capacity to address material IROs. Based on the current analysis, no material sustainability-related risks or opportunities have been identified that require strategic adjustments. The Group continues to monitor potential sustainability-related developments as part of its risk management and business planning processes, applying the different time horizons as outlined on page 77 of this CSRD Statement.

During the reporting period, the Group refined its identification and presentation of material IROs compared to 2024, to align more closely with the structure and requirements of the ESRS. Matters previously described under the topic of access to financial services have been disaggregated and mapped to the relevant ESRS S4 consumer-related IROs, including ethical marketing and consumer protection, information-related impacts and social inclusion of consumers. Workforce-related IROs have also been articulated more explicitly under ESRS S1.

These changes reflect increased granularity and clearer alignment with ESRS topical standards rather than a change in the underlying materiality of these matters.

Double Materiality Assessment

IRO-1 Processes to identify and assess IROs

In 2024, we undertook our first DMA to map and gain a deeper understanding of its most material impacts in alignment with the requirements of ESRS 1 and 2. In 2025, the assessment was refreshed and repeated to ensure that we continue to report on the sustainability matters that are most material to the Group and our key stakeholders.

A sustainability matter is considered double material where it is material from both an impact perspective (the actual or potential impacts of IPF's activities on people or the environment) and a financial perspective (the potential effects of sustainability matters on the Group's financial performance, position, cash flows or access to capital).

Identification of sustainability topics

An initial long list of sustainability topics was developed using ESRS topical standards (E, S and G), CSRD regulatory requirements and ESRS guidance on IROs across the value chain. This process resulted in a long list of 38 sustainability topics, which were assessed against defined qualitative criteria, including impact severity, financial relevance, key risks and opportunities, stakeholder concern, strategic alignment and regulatory relevance. Following review and challenge by the Responsible Business Framework (RBF) Steering Committee, a shortlist of 15 topics was agreed for the detailed DMA. This shortlist was endorsed subsequently by the RBF Executive Steering Committee.

Stakeholder identification and engagement

Stakeholder groups were identified in accordance with ESRS 1 definitions and the disclosure requirements of ESRS 2 (SBM-2), with particular consideration given to the stakeholder categories referenced explicitly in ESRS social topical standards. The final stakeholder groups engaged in the 2025 DMA were customers, colleagues, investors, suppliers, NGOs/community groups and senior management.

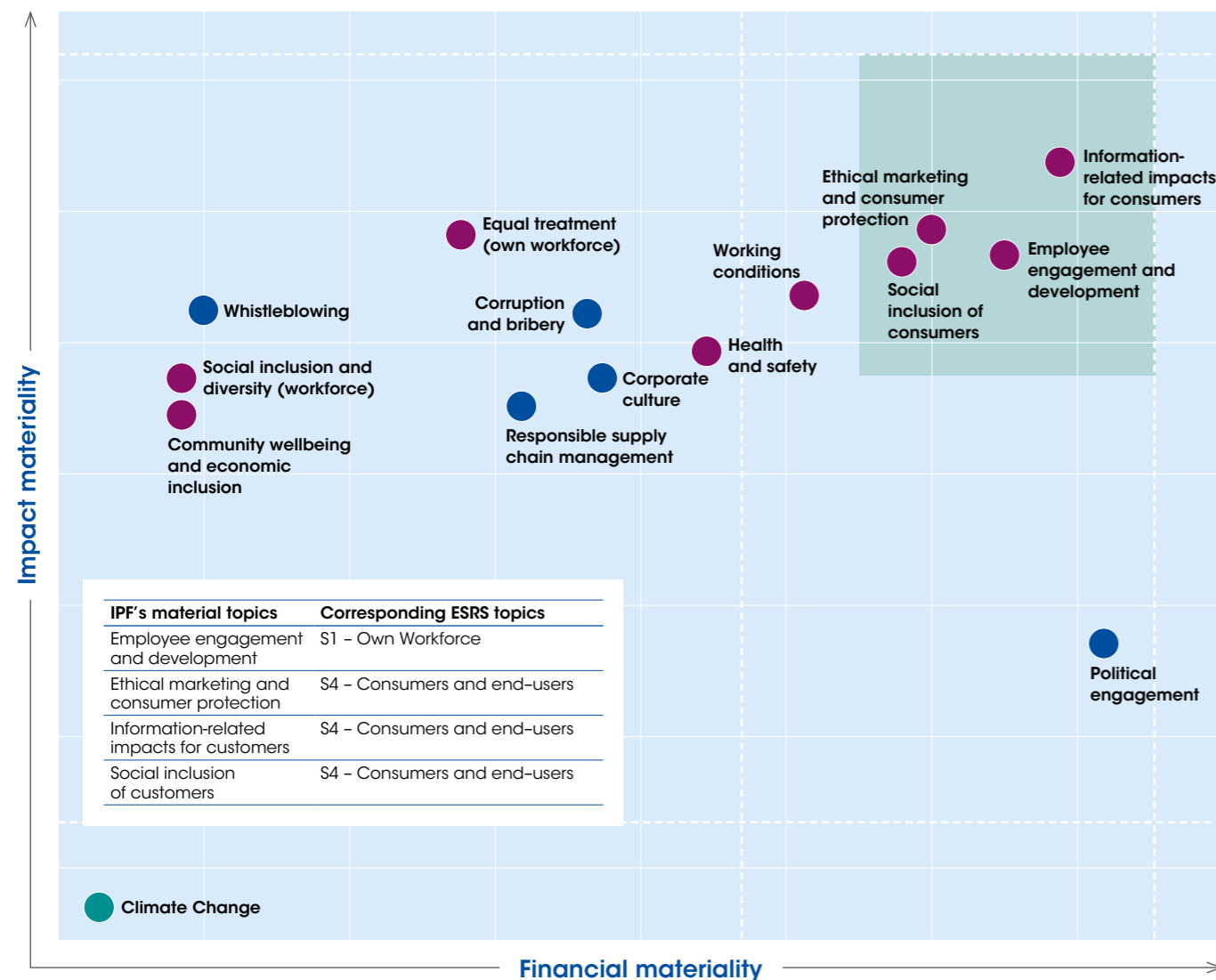
Stakeholder engagement was conducted primarily through structured surveys, selected as the most proportionate and effective method for gathering quantitative and qualitative input at scale.

The impact materiality survey was structured into 15 questions, each focused on the individual materiality topic and issued to all stakeholder groups. Each question included contextual explanations and examples relevant to IPF's operating model, enabling respondents to assess impacts in a practical and informed manner without requiring technical sustainability expertise.

For each topic, respondents were asked to provide two quantitative assessments using a consistent five-point scale:

- i. Impact size assesses the significance of IPF's actual or potential impacts on people, society or the environment, irrespective of whether those impacts are positive or negative. This aligns with the concept of impact materiality under ESRS.
- ii. Stakeholder relevance assesses how IPF's performance on the topic could influence stakeholders' decisions to engage with, remain with, or support IPF, depending on the stakeholder group.

2025 IPF Double Materiality Assessment results



| IPF's material topics | Corresponding ESRS topics |
|---|------------------------------|
| Employee engagement and development | S1 - Own Workforce |
| Ethical marketing and consumer protection | S4 - Consumers and end-users |
| Information-related impacts for customers | S4 - Consumers and end-users |
| Social inclusion of customers | S4 - Consumers and end-users |

● Environment ● Social ● Governance

Impact materiality was assessed through stakeholder engagement with customers, colleagues, suppliers, investors and community groups. Stakeholders rated each sustainability topic using a five-point scale reflecting their judgement of the significance of the Group's actual or potential impacts. This stakeholder judgement captured both the severity/scale of the impact and its likelihood in a single score, rather than requiring respondents to assess these dimensions separately. The assessment did not require stakeholders to distinguish between positive and negative impacts; respondents evaluated overall impact significance. Financial materiality was assessed by senior management using the same five-point scale, based on the potential financial effects of sustainability matters (risks and opportunities), considering expected magnitude and likelihood. Responses were aggregated to a mean score per topic and normalised to a percentage scale anchored at the average response across all topics. Topics scoring above the defined thresholds were classified as medium or high materiality. A topic was considered material for reporting where it exceeded the threshold on either impact materiality

or financial materiality. These thresholds were set to identify topics where stakeholder perception or management assessment significantly exceeds the baseline average, indicating material significance.

The assessment did not separately categorise positive versus negative impacts; stakeholders and management evaluated overall impact significance. All 15 topics were assessed using consistent criteria.

The financial materiality survey sought to assess which sustainability topics could reasonably be expected to influence the Group's enterprise value. The survey was completed by the Group's senior management team with an informed understanding of IPF's strategy, risk profile and financial performance. Consistent with the impact materiality survey, tailored descriptions were developed for each material topic, aligned to IPF's business model and explicitly linked to potential financial outcomes, including costs, revenues, cash flows, access to capital, regulatory exposure and long-term strategic resilience.

For each topic, respondents were asked to assess financial materiality using a structured, multi-factor approach, comprising:

- estimated quantitative financial impact, based on defined monetary thresholds over a 12-month horizon;
- qualitative financial drivers, including reputational damage, regulatory consequences, investor and lender confidence, and business model implications; and
- likelihood and frequency, assessing the probability of the issue causing a material financial impact over a three-year timeframe if not effectively managed.

This structure reflects ESRS financial materiality concepts by combining quantitative indicators with qualitative considerations and risk likelihood, rather than relying on financial magnitude alone.

The results of the impact and financial materiality surveys were consolidated and analysed to inform the Group's DMA. Quantitative scores were aggregated by topic to identify relative impact severity and financial significance, while qualitative feedback was reviewed to identify contextual factors, emerging concerns and areas requiring further management consideration.

Stakeholder input was used as a key input into the initial scoring and prioritisation of sustainability topics. These results were then reviewed by management as part of the materiality assessment process, alongside internal analysis of the Group's business model, operating context and risk profile. Where appropriate, management judgement was applied to validate the outcomes, ensure consistency with the Group's activities and value chain, and determine the final list of material IROs.

The process described enabled appropriate focus on specific activities, business relationships, geographies or other factors that give rise to heightened risk of adverse impacts on the environment or people given the choice of topics.

Following our sustainability governance process, the Group Sustainability function managed the DMA process in collaboration with internal subject-matter experts. The results of the DMA were discussed with the RBF Steering Group and the RBF Executive Steering Group before being reviewed by the Group Board.

Sustainability-related risks are identified, assessed, managed and monitored through the Group's Enterprise Risk Management (ERM) framework. This ensures that sustainability-related considerations are integrated into broader risk management practices and are subject to the same governance, oversight and controls as other principal risks. During 2025, the Group further evolved its approach to risk management by introducing a broader ESG risk category. This expanded focus reflects the interconnected nature of ESG risks and enables a more holistic assessment of sustainability-related impacts on the business. For more information on how the Group manages and assesses risks, including climate risk and other sustainability-related risks, see the Principal risks and uncertainties section of the 2025 Annual Report on pages 34 to 40.

The Group identifies, assesses, prioritises, and monitors risks and opportunities that may have financial effects through separate processes.

Risk identification and assessment:

Sustainability-related risks are considered as part of the Group's broader ERM framework, alongside financial, operational, and regulatory risks. The likelihood, magnitude and nature of these risks are assessed using a qualitative approach, considering potential financial effects and business implications. The Group does not prioritise sustainability-related risks over other risk types; instead, it applies a common risk review process across all categories to ensure consistency in risk management.

Opportunity identification and assessment:

Opportunities are identified as part of the Group's DMA which considers actual and potential impacts, risks and dependencies in order to determine material sustainability matters and associated IROs.

The DMA is used to inform the Group's sustainability disclosures and is a contributing input to the Group's strategic planning process. Decisions on whether and how to pursue identified opportunities are considered through the Group's strategic planning and budgeting processes, taking into account business priorities, market conditions and operational considerations as well as feedback from the DMA.

This process does not include an explicit assessment of the connections between the Group's impacts, dependencies or opportunities that may arise from them. The assessment of financial effects related to opportunities follows a qualitative approach, with decisions guided by broader strategic considerations.

The Group continues to monitor sustainability-related risks and opportunities as part of its existing governance and planning frameworks.

For our DMA, we used inputs provided by our stakeholders and covered all markets in which we operate. The assessment relied on both qualitative and quantitative data, including stakeholder feedback and internal discussions. No significant deviations or extraordinary assumptions were made beyond what is supported by the available data.

As noted above, the Group undertook its first DMA in 2024 and further refined the process in 2025 to reflect the requirements detailed in the ESRS for materiality assessments.

Processes to identify and assess material IROs - environmental topics

The Group has assessed its potential environmental IROs in accordance with ESRS E1-E5. These were assessed for materiality as part of the DMA process in the same way as other topics. This meant that a wide variety of potential topics relating to climate and the environment were on the initial "long list" of topics. Following discussions, "Climate Change" was included on the shortlist of topics and subsequently included in the stakeholder consultation. In undertaking this assessment, the consideration was not only for the Group's own operations but also those of the Group's upstream and downstream value chain for these topics.

Based on the 2025 DMA, this topic was not identified as material for the purposes of CSRD reporting, as it did not meet the applicable impact or financial materiality thresholds. Notwithstanding this outcome, the topic remains relevant to the Group's broader sustainability and risk management framework and is subject to ongoing management through established processes. In particular, the Group provides more detailed information on this topic within its TCFD report (see pages 112-119), reflecting regulatory expectations, stakeholder interest and the importance of the topic to the Group's climate risk management approach. Below are specific disclosures made against standards ESRS E1-E5:

ESRS E1 Climate Change

The Group reviewed its potential contributions to any risks from climate change. This process included consideration of climate hazards and physical risks, consideration of transition risks and use of climate-related scenario analysis. The Group does not have direct operations with significant carbon emissions, energy consumption, or climate-related risks. As a service-based financial institution, its environmental impact is limited, and climate-related risks are not considered material at this time. The Group will continue to monitor regulatory developments and industry trends.

ESRS E2 Pollution

The Group does not engage in manufacturing, industrial processes or other activities that generate air, water, or soil pollution. As a financial services provider, pollution-related risks and opportunities have not been identified as material. The Group's primary environmental footprint relates to office operations and digital infrastructure, which are not considered significant sources of pollution.

ESRS E3 Water and Marine Resources

The Group's business activities do not involve high water consumption, discharge of pollutants into water bodies or dependency on marine resources. As such, the Group does not consider water and marine resource management to be a material issue.

ESRS E4 Biodiversity and Ecosystems

The Group has a limited geographic footprint and is focused in urban areas. It does not operate in industries that directly impact biodiversity, land use, deforestation, or ecosystem degradation. Given that its primary activities involve financial services, biodiversity-related risks and opportunities are not considered material.

ESRS E5 Resource Use and Circular Economy

The Group operations do not involve significant material resource consumption, waste generation or circular economy initiatives. As a financial institution, resource use is primarily related to digital services, office equipment and IT infrastructure, which are not considered material in the context of circular economy principles.

Disclosure requirements in ESRS covered by the undertaking's CSRD Statement

The Group's DMA process included assessment of climate change-related IROs. The feedback from all stakeholder groups involved in the process, both internal and external, regarding

climate change, indicated that this area was not considered to be a material IRO for our business. This assessment considered both our direct impacts and those arising potentially from our value chain.

Internal assessment of these results concurred with this conclusion based on the following factors:

- **Limited direct emissions:** Our operational footprint, primarily related to vehicle emissions, office premises and data centres, generates limited greenhouse gas emissions. We do not engage in manufacturing, transportation, or other activities typically associated with significant direct emissions.
- **Limited exposure to financed emissions:** Our core business involves providing consumer loans and credit cards. While we acknowledge the broader societal impact of consumer spending, our financing activities do not involve large-scale projects directly or industries with high carbon footprints (e.g. fossil fuel extraction, heavy industry). Furthermore, currently accepted methodologies do not allow for a reliable and meaningful allocation of Scope 3 financed emissions to the type of lending we undertake. We are monitoring the development of such methodologies and will reassess this aspect of our DMA as they evolve.
- **Physical risk assessment:** We commissioned an independent, specialist modelling company to conduct a comprehensive assessment of physical climate change risks to our global premises over different time horizons. This assessment considered various climate change scenarios and potential impacts, including extreme weather events. The results of this assessment indicated that, based on current projections, we do not face significant physical climate-related risks to our operations in the short and medium term.

Forward-looking analysis:

While climate change is not currently considered material, we recognise that the situation may evolve. We will continue to monitor the following factors, which could lead us to reassess the materiality of climate change in the future:

- **Development of Scope 3 methodologies:** As methodologies for measuring financed emissions related to consumer lending improve, we will re-evaluate the feasibility and relevance of including such emissions in our assessment.
- **Changes in regulatory landscape:** Evolving regulations related to climate change reporting and financial disclosures could necessitate a reassessment of materiality.
- **Shifts in consumer behaviour:** Significant changes in consumer preferences towards more sustainable products and services could impact our business and require us to adapt our lending practices.
- **Advances in climate science:** Updated climate projections and risk assessments could reveal greater physical risks to our operations or the broader economy, thereby impacting our business environment.

We are committed to reviewing our materiality assessment for climate change regularly. These reviews will ensure that our assessments remain aligned with the latest scientific understanding, regulatory requirements, and best practices in climate-related risk management. We will disclose any changes to our materiality assessment and related disclosures accordingly. We remain committed to reducing our emissions and more details on our approach to this topic are set out in our TCFD Disclosures. (See pages 112-119).

Materiality of information disclosed

In determining the material information to be disclosed in this CSRD Statement, the Group has applied the guidance set out in ESRS 1 section 3.2, which defines material information as that which is necessary for stakeholders to understand material IROs and how they are managed. The Group has sought to take a prudent approach, ensuring that all relevant information related to its material IROs are disclosed. This approach aims to provide transparency and alignment with ESRS requirements, ensuring stakeholders have a clear and complete view of the Group's sustainability-related disclosures.

EU legislation data points

The table below outlines the data points derived from other EU legislation as listed in ESRS 2 Appendix B.

It indicates where these data points can be found in our 2025 Annual Report and identifies which data points are assessed as 'Not material' (the information is not material to our reporting) or 'Not relevant' (the information is not relevant to our operations).

| Disclosure Requirement | Data point | | Legislation | Page/relevance |
|------------------------|-------------|---|-------------|----------------|
| ESRS 2 GOV-1 | 21 (d) | Board's gender diversity | SFDR/BRR | Page 131 |
| ESRS 2 GOV-1 | 21 (e) | Percentage of board members who are independent | BRR | Page 131 |
| ESRS 2 GOV-4 | 30 | Statement on due diligence | SFDR | Page 79 |
| ESRS 2 SBM-1 | 40 (d) i | Involvement in activities related to fossil fuel activities | SFDR/P3/BRR | Not relevant |
| ESRS 2 SBM-1 | 40 (d) ii | Involvement in activities related to chemical production | SFDR/BRR | Not relevant |
| ESRS 2 SBM-1 | 40 (d) iii | Involvement in activities related to controversial weapons | SFDR/BRR | Not relevant |
| ESRS 2 SBM-1 | 40 (d) iv | Involvement in activities related to cultivation and production of tobacco | BRR | Not relevant |
| ESRS E1-1 | 14 | Transition plan to reach climate neutrality by 2050 | EUCL | Not material |
| ESRS E1-1 | 16 (g) | Undertakings excluded from Paris-aligned benchmarks | P3/BRR | Not relevant |
| ESRS E1-4 | 34 | GHG emission reduction targets | SFDR/P3/BRR | Not material |
| ESRS E1-5 | 38 | Energy consumption from fossil sources disaggregated by sources | SFDR | Not relevant |
| ESRS E1-5 | 37 | Energy consumption and mix | SFDR | Not material |
| ESRS E1-5 | 40-43 | Energy intensity associated with activities in high climate-impact sectors | SFDR | Not material |
| ESRS E1-6 | 44 | Gross Scope 1, 2, 3 and Total GHG emissions | SFDR/P3/BRR | Not material |
| ESRS E1-6 | 53-55 | Gross GHG emissions intensity | SFDR/P3/BRR | Not material |
| ESRS E1-7 | 56 | GHG removals and carbon credits | EUCL | Not relevant |
| ESRS E1-9 | 66 | Exposure of the benchmark portfolio to climate-related physical risks | BRR | Not material |
| ESRS E1-9 | 66 (a) | Disaggregation of monetary amounts by acute and chronic physical risk | P3 | Not material |
| ESRS E1-9 | 66 (c) | Location of significant assets at material physical risk | P3 | Not material |
| ESRS E1-9 | 67 (c) | Breakdown of the carrying value of its real estate assets by energy-efficiency classes | P3 | Not relevant |
| ESRS E1-9 | 69 | Degree of exposure of the portfolio to climate-related opportunities | BBR | Not relevant |
| ESRS E2-4 | 28 | Amount of each pollutant listed in Annex II of the E-PRTR Regulation emitted to air, water and soil | SFDR | Not relevant |
| ESRS E3-1 | 9 | Water and marine resources | SFDR | Not relevant |
| ESRS E3-1 | 13 | Dedicated policy | SFDR | Not relevant |
| ESRS E3-1 | 14 | Sustainable oceans and seas | SFDR | Not relevant |
| ESRS E3-4 | 28 (c) | Total water recycled and reused | SFDR | Not relevant |
| ESRS E3-4 | 29 | Total water consumption in m ³ per net revenue on own operations | SFDR | Not relevant |
| ESRS 2 SBM-3 - E4 | 16 (a) i | Biodiversity sensitive areas | SFDR | Not relevant |
| ESRS 2 SBM-3 - E4 | 16 (b) | Sustainable land / agriculture practices or policies | SFDR | Not relevant |
| ESRS 2 SBM-3 - E4 | 16 (c) | Threatened species | SFDR | Not relevant |
| ESRS E4-2 | 24 (b) | Sustainable land/agriculture practices or policies | SFDR | Not relevant |
| ESRS E4-2 | 24 (c) | Sustainable oceans/seas practices or policies | SFDR | Not relevant |
| ESRS E4-2 | 24 (d) | Policies to address deforestation | SFDR | Not relevant |
| ESRS E5-5 | 37 (d) | Non-recycled waste | SFDR | Not relevant |
| ESRS E5-5 | 39 | Hazardous waste and radioactive waste | SFDR | Not relevant |
| ESRS 2 SBM-3 - S1 | 14 (f) | Risk of incidents of forced labour | SFDR | Page 92 |
| ESRS 2 SBM-3 - S1 | 14 (g) | Risk of incidents of child labour | SFDR | Page 92 |
| ESRS S1-1 | 20 | Human rights policy commitments | SFDR | Page 93 |
| ESRS S1-1 | 21 | Sustainability due diligence policies on issues addressed by the fundamental International Labour Organisation Conventions 1 to 8 | BRR | Not material |
| ESRS S1-1 | 22 | Processes and measures for preventing trafficking in human beings | SFDR | Not relevant |
| ESRS S1-1 | 23 | Workplace accident prevention policy or management system | SFDR | Page 94 |
| ESRS S1-3 | 32 (c) | Grievance/complaints handling mechanisms | SFDR | Pages 96-97 |
| ESRS S1-14 | 88 (b), (c) | Number of fatalities and number and rate of work-related accidents | SFDR/BRR | Page 101 |
| ESRS S1-14 | 88 (e) | Number of days lost to injuries, accidents, fatalities or illness | SFDR | Page 101 |

| Disclosure Requirement | Data point | Legislation | Page/relevance | |
|------------------------|------------|--|----------------|---------------|
| ESRS S1-16 | 97 (a) | Unadjusted gender pay gap | SFDR /BRR | Page 102 |
| ESRS S1-16 | 97 (b) | Excessive CEO pay ratio | SFDR | Page 102 |
| ESRS S1-17 | 103 (a) | Incidents of discrimination | SFDR | Page 102 |
| ESRS S1-17 | 104 (a) | Non-respect of UNGPs on Business and Human Rights and OECD Guidelines | SFDR/BRR | Not material |
| ESRS 2 SBM-3 – S2 | 11 (b) | Significant risk of child labour or forced labour in the value chain | SFDR | Not material |
| ESRS S2-1 | 17 | Human rights policy commitments | SFDR | Not material |
| ESRS S2-1 | 18 | Policies related to value chain workers | SFDR | Not relevant |
| ESRS S2-1 | 19 | Non-respect of UNGPs on Business and Human Rights principles and OECD guidelines | SFDR/BRR | Not material |
| ESRS S2-1 | 19 | Sustainability due diligence policies on issues addressed by the fundamental International Labour Organisation Conventions 1 to 8 paragraph 19 | BRR | Not material |
| ESRS S2-4 | 36 | Human rights issues and incidents connected to its upstream and downstream value chain | SFDR | Not material |
| ESRS S3-1 | 16 | Human rights policy commitments | SFDR | Not material |
| ESRS S3-1 | 17 | Non-respect of UNGPs on Business and Human Rights, ILO principles or OECD guidelines | SFDR/BRR | Not material |
| ESRS S3-4 | 36 | Human rights issues and incidents | SFDR | Not material |
| ESRS S4-1 | 16 | Policies related to consumers and end-users | SFDR | Pages 104-105 |
| ESRS S4-1 | 17 | Non-respect of UNGPs on Business and Human Rights and OECD guidelines | SFDR/BRR | Pages 104-105 |
| ESRS S4-4 | 35 | Human rights issues and incidents | SFDR | Pages 107-109 |
| ESRS G1-1 | 10 (b) | United Nations Convention against Corruption | SFDR | Not material |
| ESRS G1-1 | 10 (d) | Protection of whistleblowers | SFDR | Not material |
| ESRS G1-4 | 24 (a) | Fines for violation of anti-corruption and anti-bribery laws | SFDR/BRR | Not material |
| ESRS G1-4 | 24 (b) | Standards of anti-corruption and anti-bribery | SFDR | Not material |

Key

- Sustainable Finance Disclosure Regulation: SFDR
- EBA Pillar 3 disclosure requirements: P3
- Climate Benchmark Standards Regulation: BRR
- EU Climate Law: EUCL

List of ESRS Disclosure Requirements incorporated by reference (in accordance with ESRS 2 BP-2 para. 16)

| ESRS Disclosure Requirement / Datapoint | Location in 2025 Annual Report |
|---|--|
| ESRS E1 – Climate governance | TCFD Report – Governance section (page 113) |
| ESRS E1 – Climate strategy, including resilience and scenario analysis | TCFD Report – Strategy section (pages 113-118) |
| ESRS E1 – Climate risk management processes | TCFD Report – Risk Management section (pages 114-116) |
| ESRS E1 – Climate metrics and targets (including Scope 1 and Scope 2 GHG emissions) | TCFD Report – Metrics and Targets section (pages 118-119) |
| ESRS 2 GOV-1 – Role of administrative, management and supervisory bodies | Corporate Governance Report (pages 131-132) |
| ESRS 2 GOV-2 – Information provided to and sustainability matters addressed by the Board and Committees | Audit and Risk Committee Report (pages 145-151) |
| ESRS 2 GOV-3 – Integration of sustainability-related performance into remuneration policies | Directors' Remuneration Report (pages 152-155) |
| ESRS 2 SBM-1 – Revenue | Consolidated Income Statement, Financial Statements section (page 187) |
| ESRS 2 SBM-2 – Interests and views of stakeholders | Stakeholders in focus (pages 45-63) |
| ESRS 2 IRO-1 – Description of material risks (where incorporated by reference to Principal Risks section) | Principal Risks and Uncertainties section (pages 34-40) |
| ESRS S1 – ESRS S5 – Targets related to managing material impacts, risks and opportunities (workforce turnover target) | Workforce / KPIs section (page 23) |

ESRS Disclosure Requirements Compliance Overview in accordance with ESRS 2 Paragraph 56

| ESRS Disclosure requirement | Included in CSRD Statement | Reference / explanation |
|---|----------------------------|---|
| ESRS 2 SBM-1 Business model and strategy | Yes | Strategy, business model and value chain, pages 80-83 |
| ESRS 2 SBM-2 Interests and views of stakeholders | Yes | Interests and views of stakeholders, page 83 |
| ESRS 2 SBM-3 Material impacts, risks and opportunities | Yes | Material impacts, risks and opportunities, pages 84-88 |
| ESRS 2 GOV-1 Governance of sustainability matters | Yes | Governance disclosures, pages 77-79 |
| ESRS 2 GOV-2 Information provided by administrative, management, and supervisory bodies | Yes | Governance disclosures, page 79 |
| ESRS 2 GOV-3 Integration of sustainability-related performance in incentive schemes | Yes | Integration of sustainability-related performance in incentive schemes, page 79 |
| ESRS 2 GOV-4 Statement on due diligence | Yes | Statement on sustainability due diligence, page 79 |
| ESRS 2 GOV-5 Risk management and internal controls over sustainability reporting | Yes | Risk management and internal controls over sustainability reporting, page 80 |
| ESRS 2 IRO-1 Description of processes to identify and assess material IROs | Yes | Disclosures on the materiality assessment process, pages 85-87 |
| ESRS 2 IRO-2 Disclosure requirements in ESRS covered by the undertaking's sustainability statement | Yes | Disclosure requirements in ESRS covered by the undertaking's CSRD Statement, page 88 |
| ESRS S1 Own Workforce | Yes | Own Workforce, pages 92-103 |
| S1-1 Policies related to own workforce | Yes | Policies, pages 92-95 |
| S1-2 Processes for engaging with own workforce and workers' representatives about impacts | Yes | Processes for engaging with own workforce and workers' representatives about impacts, page 95 |
| S1-3 Processes to remediate negative impacts and channels for own workforce to raise concerns | Yes | Processes to remediate negative impacts and channels for own workforce to raise concerns, pages 96-97 |
| S1-4 Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions | Yes | Taking action on managing material impacts, advancing positive impacts and managing material risks and opportunities, page 97-98 |
| S1-5 Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities | Yes | Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities, page 98 |
| S1-6 Characteristics of the undertaking's employees | Yes | Characteristics of the undertaking's employees, page 99 |
| S1-7 Characteristics of non-employees in the undertaking's own workforce | Yes | Characteristics of non-employees in the undertaking's own workforce, page 100 |
| S1-8 Collective bargaining coverage and social dialogue | Yes | Collective bargaining coverage and social dialogue, page 100 |
| S1-9 Diversity metrics | Yes | Diversity metrics, page 100 |
| S1-10 Adequate wages | Yes | Adequate wages, page 100 |
| S1-11 Social protection | Yes | Social protection, page 101 |
| S1-12 Persons with disabilities | Yes | Persons with disabilities, page 101 |
| S1-13 Training and skills development metrics | Yes | Training and skills development metrics, page 101 |
| S1-14 Health and safety metrics | Yes | Health and safety metrics, page 101 |
| S1-15 Work-life balance metrics | Yes | Work-life balance metrics, page 102 |
| S1-16 Remuneration metrics (pay gap and total remuneration) | Yes | Remuneration metrics (pay gap and total remuneration), page 102 |
| S1-17 Incidents, complaints and severe human rights impacts | Yes | Incidents, complaints and severe human rights impacts, pages 102-103 |
| S4-1 Policies related to consumers and end-users | Yes | Policies related to consumers and end-users, pages 104-105 |
| S4-2 Processes for engaging with consumers and end-users | Yes | Processes for engaging with consumers and end-users, pages 105-106 |
| S4-3 Processes to remediate negative impacts and channels for consumers and end-users to raise concerns | Yes | Processes to remediate negative impacts and channels for consumers and end-users to raise concerns, page 107 |
| S4-4 Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities | Yes | Actions and approaches relating to consumers and end-users, pages 107-109 |
| S4-5 Targets related to consumers and end-users | Yes | Targets related to consumers and end-users, page 109 |

Social information

ESRS S1 Own Workforce

Our people are the core of our business. We are committed to their personal and professional growth and strive to create an inclusive culture where every individual feels valued and supported. We look to provide career opportunities for all colleagues, regardless of their gender, age or location. This section of the CSRD Statement provides more details on our workforce in line with ESRS S1 "Own Workforce", including disclosures relating to the characteristics of our workforce, working conditions, equal opportunities and other work-related rights, as required by ESRS S1, including Disclosure Requirements S1-1 to S1-17.

Our workforce and business model

The Group recognises that its workforce is central to the delivery of its strategy and business model. The availability, engagement and skills of employees underpin the Group's ability to operate effectively, deliver services to customers and achieve its long-term business objectives. Workforce-related considerations, including wellbeing, health and safety and skills development, are therefore integrated into the Group's approach to workforce management and operational decision-making.

The Group recognises that actual and potential impacts on its own workforce, as well as risks and opportunities related to its own workforce, are linked to its strategy and business model, particularly in areas such as wellbeing, health and safety, and skills development. While these factors are considered as part of ongoing workforce management, no material risks or impacts have been identified that necessitate significant adjustments to the Group's strategy or business model. However, the Group continues to monitor workforce-related developments to ensure alignment with long-term business objectives and operational needs.

All our permanent employees, customer representatives and contractors may be exposed to material impacts due to our operations and all are covered within this disclosure. The Group, therefore, includes all individuals in its own workforce within the scope of this disclosure. The Group's own workforce includes the following categories:

- **Full-time and part-time employees:** across all operational locations, who are subject to the Group's policies and practices relating to working conditions, health and safety, compensation and career development.
- **Customer representatives:** whose roles involve direct interaction with customers as part of the Group's operating model, including visits to customers' homes to disburse loans and collect repayments.
- **Temporary and contract workers:** who support the Group's operations and are subject to the Group's applicable labour practices and safety standards during their engagement.

IROs relating to own workforce

In accordance with ESRS S1, the Group has assessed the actual and potential impacts on its own workforce, as well as the related risks, opportunities and dependencies arising from its operations. This assessment draws on the outcomes of the Group's DMA and the subsequent identification of material IROs for the reporting period.

Impacts on own workforce

The Group has identified a potential negative impact relating to employee engagement, capability and wellbeing, which could arise where development, feedback or support mechanisms are ineffective. This potential impact is associated

primarily with the Group's own operations and has a medium-term time horizon.

Customer representatives, whose roles involve direct interaction with customers, including visits to customers' homes, have been identified as a workforce group that may be exposed to specific health and safety-related impacts. A suite of policies, procedures and training requirements is in place to manage these impacts, as described below.

The Group has not identified any material negative impacts on its own workforce that are widespread or systemic, or that relate to individual incidents.

The Group has identified positive impacts on its workforce through initiatives aimed at supporting colleague development, wellbeing, and engagement. These include training and development programmes, flexible working arrangements and engagement initiatives that support job satisfaction, capability and retention. These positive impacts are accessible across the workforce and are monitored on an ongoing basis to ensure they continue to align with business objectives and workforce needs.

Risks relating to own workforce

The potential negative impacts identified above give rise to risks relating to workforce engagement, capability and wellbeing, which could affect operational effectiveness if not appropriately managed. In addition, the Group recognises dependencies on its workforce as material, given its reliance on employees to deliver core business activities and maintain service quality.

These risks are managed through existing processes, including workforce planning, employee engagement initiatives, training and development programmes, health and safety arrangements and the Group's broader risk management framework.

Opportunities relating to own workforce

The Group has identified a material opportunity to strengthen workforce capability, engagement and retention through effective training, development and feedback mechanisms. This opportunity supports the Group's long-term operational resilience and service quality and is considered to have a medium- to long-term time horizon.

Other workforce-related considerations

The Group has not identified any material impacts on its own workforce arising from actions to reduce environmental impacts or to achieve its sustainability objectives. As a financial services provider with limited direct environmental footprint, the Group does not anticipate significant workforce changes, such as restructuring, job losses or large-scale reskilling in connection with such initiatives.

The Group has assessed its operations and has not identified any significant risks of forced or compulsory labour or child labour, taking into account the nature of its business activities and the geographic areas in which it operates.

The Group will reassess workforce-related IROs and dependencies annually as part of its ongoing materiality assessment.

Policies

The Group has a comprehensive set of policies governing how issues related to our entire workforce are handled in a structured manner. Our policies related to our workforce regulate those actions where our key impacts and potential risks are present and support us in reaching our social sustainability targets and ambitions. If publicly available, policies can be found on our website at www.ipfin.co.uk.

Code of Ethics

| | |
|--|--|
| Description of the key contents of the policy, including its general objectives | The Code of Ethics sets out the principles and standards for ethical business conduct, ensuring integrity, transparency and compliance with legal and regulatory requirements. It covers key areas such as anti-corruption, fair treatment of employees, data protection, conflicts of interest and responsible business practices, reinforcing the Group's commitment to ethical decision-making and accountability. |
| Description of the material IROs the policy relates to | The Code of Ethics relates to the Group's material own-workforce IROs identified under ESRS S1. In particular it supports the mitigation of potential negative impacts relating to employee engagement, wellbeing and fair treatment, including risks arising from discrimination, harassment, unsafe working practices or unethical behaviour. The Code also supports the opportunity to strengthen workforce engagement, capability and retention by setting clear expectations for ethical conduct, respect, inclusion and leadership behaviour across the Group. |
| Description of the process for monitoring | The Group monitors compliance with the Code through regular training, senior oversight and reporting mechanisms, including a whistleblowing channel for confidential concerns. Oversight is provided ultimately by the Group Board, who approve the Code. Executive oversight is provided by the Group Ethics Committee, which comprises the Chief Executive Officer, Chief Financial Officer, Chief HR Officer and Chief Legal Officer. Day-to-day oversight and management of the Code is undertaken by the Group Legal function, which reviews adherence to the Code and ensures any breaches are addressed in line with established procedures. |
| Description of the scope of the policy | The Code of Ethics applies across the Group's operations, covering all employees, Executive Management and Board members, as well as contractors, suppliers and business partners where relevant. It governs ethical conduct in all geographies where the Group operates and applies to activities across the value chain, including customer interactions and third-party relationships. There are no specific exclusions. |
| Body with accountability for the implementation of the Policy | The Group Board. |
| Reference to relevant third-party standards | The Code is based on the 10 principles of the UN Global Compact, the UN initiative to promote ethical business practices. Further, the principles set out in the UN Guiding Principles on Business and Human Rights as well as the OECD Guidelines for Multinational Enterprises are reflected in the Code. |
| Stakeholder considerations | While no formal stakeholder consultation was conducted, the policy reflects established expectations for ethical conduct, compliance and responsible business practices across the Group's operations. |
| How the Policy is made available | The Code of Ethics is made available to all potentially affected stakeholders through being published on the Group's website and its intranet sites or other local policy communication platforms. It is translated into every language relevant to the Group's markets to ensure accessibility across all operating regions. The Group holds an annual Ethics Week, where the principles of the Code are explained through various engagement activities. Additionally, all colleagues are required to complete annual ethics training, reinforcing awareness and understanding of the Code. Other events and communications are held throughout the year to publicise its contents and support its effective implementation. |

Human Rights Policy

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| Description of the key contents of the policy, including its general objectives | The Policy outlines its commitment to respecting and upholding fundamental human rights across its operations and value chain. Its key objectives are to ensure fair and ethical treatment of employees, prevent discrimination and harassment, promote safe working conditions, and uphold labour rights in line with international standards. The Policy also reinforces the Group's stance against modern slavery, child labour and forced labour. |
| Description of the material IROs the policy relates to | The Human Rights Policy relates to material IROs associated with actual and potential adverse human rights impacts across the Group's own operations and supply chain. This includes risks relating to modern slavery, human trafficking, forced or compulsory labour and child labour, as well as risks associated with unsafe working conditions, discrimination and exploitation. The policy supports the identification, prevention and mitigation of such impacts and underpins the Group's approach to respecting internationally recognised human rights standards. |
| Description of the process for monitoring | The Group monitors compliance with the Policy through a combination of internal reviews, employee feedback mechanisms, and risk assessments. Regular training is provided to employees to ensure awareness and understanding of human rights principles. Concerns can be raised through established reporting channels, including a confidential whistleblowing mechanism. The Policy is reviewed periodically to assess its effectiveness, and any identified issues are addressed through corrective actions as part of the Group's broader governance and compliance framework. |
| Description of the scope of the policy | The Policy applies to all aspects of the Group's operations, covering its employees, workplaces and business activities. It sets expectations for how the Group upholds human rights in its employment practices, working conditions, and interactions with stakeholders. The Policy guides the Group's approach to fair treatment, non-discrimination and workplace safety, ensuring alignment with applicable laws and international human rights standards. |
| Body with accountability for the implementation of the Policy | The Group Board. |
| Reference to relevant third-party standards | The Human Rights Policy is aligned with the United Nations Guiding Principles on Business and Human Rights. It is informed by the International Bill of Human Rights, including the Universal Declaration of Human Rights and the International Covenants on Civil and Political Rights and on Economic, Social and Cultural Rights, the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, the OECD Guidelines for Multinational Enterprises and UNICEF's Children's Rights and Business Principles. The Group is also guided by the principles of the United Nations Global Compact in determining its approach to human rights. |
| Stakeholder considerations | While no formal stakeholder consultation was conducted, the Policy reflects established expectations for human rights across the Group's operations. |
| How the Policy is made available | The Human Rights Policy is made available to all potentially affected stakeholders through being published on the Group's website and its intranet sites or other local policy communication platforms in local language. The Code of Ethics incorporates the key elements of the Policy, which is available publicly on the Group website, ensuring accessibility to employees, stakeholders and other interested parties. |

Health and Safety Policy

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| Description of the key contents of the policy, including its general objectives | The Health and Safety Policy outlines the Group's commitment to providing a safe, healthy, and supportive working environment for all employees, customer representatives, contractors, and others who may be affected by its operations. It establishes clear expectations for risk prevention, safe working practices, and the promotion of physical and psychological health, safety, and wellbeing. The Policy aims to eliminate or reduce workplace hazards, ensure compliance with applicable safety legislation and international standards, and foster a culture of continuous improvement where health and safety are integral to everyday operations and decision-making. |
| Description of the material IROs the policy relates to | The Policy addresses workforce-related risks including workplace accidents, occupational illnesses, psychosocial risks, and non-compliance with safety requirements. It recognises the potential impact of these risks on employee wellbeing, business continuity, and reputation. Through proactive risk management, the Policy supports the prevention of harm, reduction of absenteeism, and enhancement of productivity and engagement across all markets. Specific emphasis is placed on protecting lone-working customer representatives, who may face elevated risks associated with travel and community-based activities. |
| Description of the process for monitoring | Compliance with the Policy is monitored through regular workplace inspections, incident reporting and investigation, risk assessments, and annual self-assessments in each market. The Group also monitors performance against defined safety objectives, including completion of induction and refresher training, and personal safety risk assessments. A confidential reporting system allows employees to raise safety concerns, which are reviewed and addressed as part of the Group's broader risk management and assurance framework. Annual reviews of health and safety performance are undertaken at Group and market level to drive continual improvement and transparency in ESG reporting. |
| Description of the scope of the policy | The Policy applies to all persons working for or on behalf of the Group in any capacity, including employees, directors, officers, customer representatives, contractors, consultants, agency and seconded workers, and business partners. It sets out responsibilities for maintaining workplace safety at all levels and across all operational environments, ensuring consistency in standards and expectations globally. |
| Body with accountability for the implementation of the Policy | The Group Board. |
| Reference to relevant third party standards | The Policy aligns with ISO 45001: Occupational Health and Safety Management Systems and ISO 45003: Psychological Health and Safety at Work – Guidelines for managing psychosocial risks. These frameworks underpin the Group's integrated approach to health, safety, and wellbeing and ensure compliance with international best practice and relevant legal requirements. These standards underpin the Group's approach to managing physical and psychological health and safety risks across its operations. |
| Stakeholder considerations | The Policy is aligned with legal and regulatory obligations, industry standards, and internal risk management frameworks. It reflects employee feedback, workplace assessments, and consultation processes that encourage participation and dialogue on health, safety, and wellbeing matters. This inclusive approach supports a culture of shared responsibility and engagement across all levels of the organisation. |
| How the Policy is made available | The Policy is communicated through Group-wide announcements, onboarding and induction programmes, and annual refresher training for employees, contractors, and customer representatives. It is readily accessible on internal communication platforms and is integrated into operational guidelines to ensure consistent awareness and application. Regular updates and engagement sessions reinforce understanding of safety responsibilities and encourage proactive participation in creating a safe and supportive work environment. |

Diversity Policy

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| Description of the key contents of the policy, including its general objectives | The Diversity Policy outlines the Group's commitment to fostering an inclusive and equitable workplace where all employees are valued and treated with respect. It promotes equal opportunities in recruitment, career development, and workplace culture while preventing discrimination based on gender, ethnicity, age, disability, sexual orientation, or other protected characteristics. The Policy supports a diverse workforce by ensuring fair treatment and encouraging a culture of inclusion and belonging. |
| Description of the material IROs the policy relates to | The Diversity Policy relates to the Group's material own-workforce IROs associated with employee engagement, wellbeing and fair treatment. In particular, it supports the prevention and mitigation of potential negative impacts arising from discrimination, harassment or exclusionary behaviour, which could adversely affect workforce engagement and morale. The Diversity Policy also supports the opportunity to strengthen workforce engagement, inclusion and retention by promoting equitable practices and an inclusive workplace culture across the Group's own workforce. |
| Description of the process for monitoring | The Group monitors the implementation of the Policy through regular workforce assessments, employee feedback, and inclusion surveys. Diversity metrics are reviewed periodically to track progress in representation and career development. Employees receive training on diversity and inclusion principles, and any concerns can be raised through established reporting channels, including a confidential whistleblowing mechanism. |
| Description of the scope of the policy | The Policy applies to all aspects of the Group's employment practices, including recruitment, promotions, workplace conduct, and leadership development. It sets out expectations for maintaining an inclusive workplace and applies to all employees and business units across the Group. The Policy focuses on the Group's internal workforce and does not extend to external stakeholders or the broader value chain. |
| Body with accountability for the implementation of the Policy | Group Ethics Committee. |
| Reference to relevant third-party standards | The Policy is informed by internationally recognised standards on equality and non-discrimination, including the principles of the United Nations Global Compact and relevant International Labour Organization (ILO) conventions. It is also designed to comply with applicable local employment and anti-discrimination laws across the jurisdictions in which the Group operates. |
| Stakeholder considerations | The Policy was developed without a formal stakeholder consultation process but reflects established best practices and legal requirements. It aligns with recognised diversity and inclusion frameworks and incorporates insights from ongoing employee engagement and workforce assessments to ensure its relevance and effectiveness. |
| How the Policy is made available | The Policy is publicly accessible on the Group website and is communicated internally through announcements and training programmes. Employees receive regular updates on diversity initiatives, and the policy is embedded in recruitment, performance management, and leadership development processes to ensure ongoing awareness and implementation. The Code of Ethics incorporates the key elements of the Policy. |

Processes for engaging with own workforce and workers' representatives about impacts

The Group considers workforce perspectives through general people engagement initiatives, such as surveys and feedback mechanisms, to inform decisions related to workplace policies and wellbeing. However, no formal process is in place to integrate these perspectives specifically into the management of actual and potential workforce impacts. The Group continues to monitor workforce-related considerations through its broader HR and operational frameworks.

The Group engages with its workforce both directly and through formal employee and customer representative forums. In 2025, established employee forums across all markets and customer representative forums in all home credit markets provided structured opportunities for dialogue on workforce-related matters.

In addition, the Group conducted its Global People Survey (GPS) across all divisions, with participation from more than 17,600 colleagues, representing a participation rate of 91%. The GPS provides workforce insight across four dimensions – pride, care, challenge and inspired – and is used as a tool to monitor employee engagement and sentiment. Reported results for 2025 included overall positive sentiment of 79.5% among employees and 81% among customer representatives, with results reported across each of the four dimensions.

The outputs of the GPS are reviewed by the HR Function, Executive Management and the Group Board as part of regular governance and oversight processes. Insights from the survey, alongside feedback obtained through employee and customer representative forums, are used to inform workforce-related considerations within existing HR and operational frameworks. These engagement mechanisms support the Group in monitoring workforce perspectives in a consistent and structured manner.

The Group has not adopted a specific process to gain insight into the perspectives of workforce members who may be particularly vulnerable to impacts or marginalised. There are currently no plans to implement such a process. However, the Group remains committed to applying its broader policies on diversity, equity and inclusion to ensure fair treatment and equal opportunities for all employees.

Processes to remediate negative impacts and channels for own workforce to raise concerns

The Group is committed to identifying, addressing and remediating any material negative impacts on its workforce related to working conditions, including employment security, wages, working time, social dialogue, freedom of association, collective bargaining, work-life balance, and health and safety. Our approach includes established HR mechanisms, grievance procedures, and an independent whistleblowing system that allows employees to report concerns confidentially and without fear of retaliation.

Where the Group identifies that it has caused or contributed to a material negative impact, we assess the appropriate remedy through internal investigations, direct engagement with affected colleagues and corrective actions such as policy adjustments, process improvements or targeted interventions. The effectiveness of remedies is evaluated through follow-up engagement, feedback from colleague forums, and monitoring of key workforce indicators, ensuring that concerns are appropriately addressed and resolved.

The Group is committed to maintaining a transparent and supportive environment where all colleagues feel empowered to raise concerns, report issues, or communicate their needs. We recognise the importance of providing clear, accessible channels for our workforce to engage directly with the Group on matters affecting their wellbeing, working conditions, and rights. We have established robust mechanisms to ensure that all concerns raised by colleagues are addressed promptly and fairly. Channels for raising concerns include:

- **Independent whistleblowing service:** The Group provides an independent, confidential whistleblowing service available to all colleagues. This service allows colleagues to report any concerns related to misconduct, unethical behaviour, or any issues that may affect their wellbeing, including potential violations of Group policies or legal requirements.
- **Accessibility and confidentiality:** The whistleblowing service is operated by third-party providers to ensure confidentiality and impartiality. Colleagues can raise concerns anonymously, without fear of retaliation, and are assured that all reports will be thoroughly investigated and addressed.
- **Regular communication:** We regularly communicate the availability of this service to all employees, ensuring that they are aware of how to access it and understand the types of concerns they can raise through this channel. Information on how to use the whistleblowing service is included in onboarding materials, Group-wide emails, and on employee intranet.
- **Internal reporting mechanisms:** In addition to the independent whistleblowing service, the Group has established internal mechanisms for colleagues to raise concerns directly with management or the HR function. These include:
 - **Human resources:** Employees can contact the HR function via email, phone or face-to-face to raise concerns about working conditions, benefits, career development, or any other work-related issues.

- **Manager engagement:** We encourage open communication between colleagues and their direct supervisors or managers. Colleagues are invited to raise concerns during regular check-ins, performance reviews or on an ad hoc basis, ensuring that issues are addressed promptly. These internal channels are overseen by the relevant departments, with clear procedures in place to ensure that concerns are addressed in a timely and effective manner.
- **Employee feedback surveys and forums:** The Group conducts engagement surveys regularly to gather feedback on various aspects of the work environment, including wellbeing, job satisfaction and areas for improvement. Colleagues can raise concerns or suggest improvements through these surveys, which are analysed and acted upon by Executive Management. We also hold periodic employee forums or town hall meetings, where colleagues are encouraged to ask questions and share their concerns directly with Group leadership.

These mechanisms ensure that all colleagues have access to appropriate channels to raise concerns or complaints related to their work environment, wellbeing, or any other employment-related issues. Colleagues can utilise our internal reporting systems or the independent whistleblowing service, both of which are designed to handle complaints confidentially and fairly, without fear of retaliation.

The Group has established a comprehensive system for tracking and monitoring issues raised through our grievance and whistleblowing channels. The process is overseen by the Group Legal function, ensuring confidentiality and compliance with our internal policies. To maintain transparency and accountability, the Group Ethics Committee reviews all whistleblowing matters, and updates are provided regularly to the Group Audit and Risk Committee.

- **Group Ethics Committee:** The Group Ethics Committee plays a central role in reviewing whistleblowing reports and other issues raised by colleagues. This Committee is responsible for assessing the nature of the issues, ensuring appropriate investigations are conducted, and recommending actions or remedies where necessary.
- **Oversight by Group Legal function:** To ensure the confidentiality and integrity of the process, the Group Legal function oversees the tracking and management of all reported concerns. This function ensures that each case is handled in line with legal and regulatory requirements while protecting the identity of whistleblowers and other parties involved.
- **Regular reporting:** Regular updates on the issues raised and their resolution are provided to the Audit and Risk Committee, ensuring that Executive Management and the Group Board are fully informed of key concerns and risks. This also ensures that the process is aligned with the Group's risk management framework.

The Group assesses workforce awareness and trust in these channels through monitoring channel utilisation rates, case outcomes, and feedback mechanisms. Awareness of whistleblowing channels is promoted through onboarding, regular communications, and mandatory training.

The Group is committed to maintaining a safe, transparent, and ethical work environment where all employees and customer representatives can raise concerns without fear of retaliation. Our Whistleblowing Policy provides clear guidelines on how colleagues, contractors and workers' representatives can raise concerns related to misconduct, unethical behaviour, legal violations or other workplace issues. The Policy explicitly prohibits any form of retaliation against individuals who use this channel to report concerns in good faith.

Concerns raised through the Group's whistleblowing and grievance channels are assessed and addressed in accordance with established internal procedures. Reported matters are reviewed to determine the appropriate course of action, which may include investigation, corrective measures, or escalation to relevant management or governance bodies, depending on the nature and severity of the issue.

Where a negative impact on employees is identified, the Group seeks to provide appropriate remediation, which may include addressing the underlying cause, implementing corrective actions, and, where relevant, taking disciplinary or remedial steps in line with applicable policies and local legal requirements. The approach to remediation is proportionate to the issue identified and is intended to prevent recurrence and support fair outcomes for affected employees.

The Whistleblowing Policy applies to all individuals in our workforce, including full-time and part-time employees, contractors and self-employed customer representatives. The Whistleblowing Policy reflects a framework in place to support the management of workforce-related risks, by providing employees with a confidential and secure channel to report concerns about misconduct, unethical behaviour, or policy violations. It guarantees that anyone raising a concern through the designated channels, including the independent whistleblowing service, will be protected from any adverse action or retaliation. The Group provides independent third-party whistleblowing services that allow colleagues to report concerns confidentially and, if desired, anonymously. This external service ensures that individuals feel secure when raising issues. To further protect those who report concerns, the whistleblowing service ensures strict confidentiality. No identifying details are shared without the consent of the individual raising the concern, except as required by law. The Group takes any allegation of retaliation seriously. Any report of retaliatory action is investigated immediately, and appropriate disciplinary measures are taken against individuals found to be engaging in retaliatory behaviour.

Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions

The Group manages material workforce-related impacts through established HR policies, colleague engagement initiatives and governance frameworks. To prevent or mitigate material negative impacts, we conduct regular colleague surveys, maintain formal employee and customer representative forums, and provide whistleblowing and grievance mechanisms

to identify and address workplace concerns proactively. Where an actual material negative impact arises, the Group takes appropriate action through internal investigations, direct engagement with affected colleagues and corrective measures, ensuring fair resolution and alignment with Group policies. These steps may include policy updates, training programmes or adjustments to workplace conditions where necessary. Additionally, the Group implements initiatives aimed at delivering positive impacts, such as career development programmes, wellbeing support, and flexible work arrangements, to enhance engagement and retention. The effectiveness of these actions and initiatives is tracked through colleague feedback, survey results, retention rates, and workforce wellbeing indicators, allowing for continuous assessment and improvement in workforce management practices.

The Group looks to identify necessary actions in response to actual or potential negative impacts on its workforce through the mechanisms described above – namely regular colleague surveys, engagement forums, grievance mechanisms and whistleblowing channels. Reported concerns are assessed by the HR function and management, with appropriate actions determined based on internal policies, regulatory requirements and colleague feedback. The effectiveness of these actions is monitored through ongoing workforce engagement and review by the HR function.

The Group manages its material IROs related to its own workforce as part of business-as-usual operations including governance frameworks, colleague engagement and HR policies. In addition, workforce-related matters, including wellbeing, fair treatment, and workplace safety, are integrated into standard management practices and addressed through existing HR processes, training programmes, and internal reporting mechanisms. No separate action plans or additional resources have been allocated beyond these ongoing business operations.

The Group ensures that its practices do not cause or contribute to material negative impacts on its workforce through regular colleague surveys, engagement forums, and other touchpoints that provide insights into workforce wellbeing and workplace conditions. Workforce-related concerns are managed through established HR policies, grievance mechanisms and whistleblowing channels to address potential issues proactively.

The management of material workforce-related impacts is handled as part of the HR function's regular responsibilities and budgeting process, with no separate allocation of resources beyond standard HR operations. Workforce matters, including wellbeing, workplace policies, and compliance, are integrated into ongoing HR activities and managed within existing frameworks and budgets.

The Group manages its material own-workforce IROs as part of business-as-usual operations through established HR policies, governance frameworks and colleague engagement mechanisms. Actions are primarily preventive and mitigative in nature and are integrated into standard workforce management practices.

Actions to prevent or mitigate negative impacts and manage risks

To prevent or mitigate potential negative impacts relating to employee engagement, wellbeing and workplace conditions, the Group undertakes the following actions on an ongoing basis:

- conducts regular colleague engagement surveys and Pulse Surveys to identify emerging workforce concerns;
- operates formal employee forums across all markets and customer representative forums in home credit markets to enable structured dialogue;
- provides training and guidance on expected behaviours, health and safety and ethical conduct through mandatory policies and training programmes; and
- maintains grievance and whistleblowing mechanisms to enable colleagues to raise concerns confidentially.

Customer representatives, identified as a workforce group potentially exposed to specific health and safety-related impacts, are subject to targeted training, safety procedures and oversight measures appropriate to their roles.

Actions to pursue positive impacts and opportunities

To pursue positive impacts and opportunities relating to workforce engagement, capability and retention, the Group implements initiatives including training and development programmes, wellbeing support and flexible working arrangements. These actions are designed to strengthen workforce capability and support long-term operational effectiveness.

Remedy and corrective action

Where an actual negative impact on a member of the workforce is identified, the Group enables remedy through established internal processes. Reported concerns are assessed by the HR Function and relevant management, and may result in internal investigations, direct engagement with affected colleagues and the implementation of corrective actions. Corrective actions may include changes to working arrangements, targeted training, disciplinary measures where appropriate, or updates to policies and procedures. Whistleblowing and grievance mechanisms are available to all employees and customer representatives to support access to remedy.

Effectiveness of actions

The effectiveness of actions taken to address workforce-related IROs is monitored through colleague feedback, survey outcomes, retention and turnover indicators, and review by the HR Function and management. Insights from these mechanisms are used to inform ongoing improvements to workforce management practices.

No separate action plans or additional resources beyond existing HR operations have been established, as the Group considers these actions to be appropriately embedded within its existing governance and management frameworks.

Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities

The Group has not set any specific time-bound or outcome-oriented targets related to reducing negative impacts, advancing positive impacts or managing material risks and opportunities for its workforce other than targets for workforce

turnover which are disclosed on page 23, and there are no current plans to do so. The Group monitors the effectiveness of its policies and actions through regular governance and oversight processes. This includes periodic workforce reviews, employee feedback mechanisms and HR reporting to assess trends in engagement, well-being and compliance with employment policies. While no specific level of ambition has been formally defined, qualitative assessments and internal reporting support continuous improvement in workforce-related matters.

Responsibility for setting workforce-related targets, if required, sits with the Chief HR Officer, who would determine them in agreement with the Chief Executive Officer and the Group Board. In such cases, the process would include consideration of workforce data, colleague engagement insight, and alignment with business priorities. While no specific targets have been set beyond those mentioned above, any future targets would be developed in consultation with relevant stakeholders and monitored through existing HR governance frameworks.

Methodology Statement for Disclosures S1-6 to S1-17

This methodology statement outlines the approach taken in compiling and reporting workforce-related data for Disclosures S1-6 to S1-17. It ensures consistency, accuracy, and compliance with applicable reporting standards across all entities within the Group. The methodologies applied provide a clear framework for classifying employees, contract types, working time, and gender to support comprehensive workforce analysis.

Scope and coverage:

- The data presented in Disclosures S1-6 to S1-17 covers all entities within the Group.
- Employee data is compiled as of the end of the reporting period, with additional reference to average workforce numbers over the period for comparative analysis.
- Data is reported as head count rather than full-time equivalent (FTE).
- Workforce data is sourced from internal HR systems, payroll databases and employment records.

Methodologies applied:

1. Employee head count classification (S1-6)

- Permanent employees are individuals directly employed by the Group on indefinite employment contracts at the reporting date.
- Temporary employees are individuals directly employed by the Group on fixed-term employment contracts at the reporting date.

Only individuals who have an employment relationship with the Group are included within employee headcount disclosures.

2. Contract type classification (employees only)

- Permanent contracts refer to indefinite employment agreements between the individual and the Group.
- Temporary contracts include fixed-duration agreements or agency employment.

3. Non-employees in the undertaking's own workforce (S1-7)

Individuals who work for the Group but are not employed by the Group, including agency workers, self-employed

contractors and other non-employee arrangements, are excluded from employee headcount disclosures and are reported separately under Disclosure Requirement S1-7.

4. Working time classification

- Employees are categorised as full-time or part-time based on:
 - Contract terms; and
 - Actual hours worked where relevant.

5. Gender classification

- Based on Group HR records, which may be informed by:
 - Self-reported data, where available; and
 - Local employment classifications, where applicable and permitted by law.

By adhering to these methodologies, the Group seeks to ensure that workforce data is accurately recorded and consistently applied across all reporting entities. This structured approach enhances transparency, comparability, and reliability, providing meaningful insights into the Group's workforce composition and employment practices.

S1-6 – Characteristics of the undertaking's employees

Table 1 – information on employee head count by gender

| Gender | Number of employees (head count) | |
|-----------------|----------------------------------|-------|
| | 2025 | 2024 |
| Male | 2,922 | 2,946 |
| Female | 5,383 | 5,405 |
| Other | 0 | 0 |
| Not reported | 0 | 0 |
| Total employees | 8,305 | 8,351 |

The data in this table covers all entities within the Group and includes employees on permanent and fixed-term contracts, as well as those working full-time and part-time. This dataset also includes customer representatives in Hungary and Romania who are employed under the Group's workforce structure. There have been no significant changes in total

Table 3 – information on employees by contract type, broken down by gender*

| | 2025 | | | | 2024 | | | | | |
|---|--------|-------|--------|---------------|-------|--------|-------|--------|---------------|-------|
| | Female | Male | Other' | Not disclosed | Total | Female | Male | Other' | Not disclosed | Total |
| Number of employees (head count) | 5,383 | 2,922 | - | - | 8,305 | 5,405 | 2,946 | - | - | 8,351 |
| Number of permanent employees (head count) | 5,279 | 2,894 | - | - | 8,173 | 5,287 | 2,918 | - | - | 8,205 |
| Number of temporary employees (head count) | 104 | 28 | - | - | 132 | 106 | 23 | - | - | 129 |
| Number of non-guaranteed hours employees (head count) | - | - | - | - | - | 12 | 5 | - | - | 17 |

* Gender as specified by the employees themselves.

employee numbers during the reporting period. A notable feature of the Group's workforce composition is that 2,987 employees are customer representatives in Hungary and Romania (in 2024 this was around 3000). A very high proportion of these roles are held by female employees, contributing to the overall higher percentage of female employees within the Group. This trend reflects the local labour market demographics and the nature of these customer-facing roles in those markets. These figures are different to those included in note 9 of the financial statements to this report because the employee data above is as at 31 December 2025 compared with the average employee FTE data contained in the financial statements.

Table 2 – employee head count in countries where the undertaking has at least 50 employees representing at least 10% of its total number of employees

| Country | Number of employees (head count) | |
|----------------|----------------------------------|-------|
| | 2025 | 2024 |
| Czech Republic | 319 | 302 |
| Estonia | 130 | 120 |
| Hungary | 2,065 | 2,150 |
| Mexico | 2,605 | 2,569 |
| Poland | 1,018 | 1,040 |
| Romania | 1,944 | 1,960 |
| United Kingdom | 131 | 126 |

The data in this table covers all entities within the Group in countries where the undertaking has at least 50 employees, representing at least 10% of its total number of employees. It includes employees on permanent and fixed-term contracts, as well as those working full-time and part-time. This dataset also includes customer representatives in Hungary and Romania, who are employed under the Group's workforce structure. The presence of a large number of customer representatives in these countries contributes to their relatively higher employee head count, providing important context for workforce distribution across the Group. Mexico has the largest employee head count within the Group, reflecting the scale of operations in this market.

Most of our employees across the Group are employed on a permanent basis. Temporary employment represents a small proportion of our total workforce, as we primarily rely on long-term employment contracts to ensure stability and continuity in our operations. For the purposes of reporting in this CSRD Statement, we have defined "temporary employees" as individuals who meet at least one of the following criteria: 1) they do not have a permanent contract with the Group; 2) they have a contract with a fixed duration (e.g. fixed-term employment contracts with a specified end date). This definition ensures that our reporting aligns with ESRS S1-6 requirements, while also reflecting the employment structures used across the jurisdictions in which we operate.

The total number of employees who left the Group in 2025 was 2,430 (2,562 in 2024) and the rate of employee turnover in the reporting period was 28.1% (29.2% in 2024).

S1-7 - Characteristics of non-employees in the undertaking's workforce

| Metric | Unit | Total | Total |
|--|------------|--------|--------|
| | | 2025 | 2024 |
| Total number of non-employees in own workforce | Head count | 11,904 | 12,139 |

Classification of non-employees

- **Czech Republic:** Customer representatives are classified as self-employed individuals.
- **Poland:** Customer representatives operate as civil contractors.
- **Mexico:** Customer representatives are engaged as commission agents.

This classification aligns with local legal and contractual frameworks, ensuring compliance with regional employment regulations while reflecting the diverse nature of workforce engagement across different markets.

S1-8 - Collective bargaining coverage and social dialogue

23% of employees are covered by collective bargaining agreements globally. This was 0% in 2024.

In the European Economic Area (EEA), a collective bargaining agreement is in place in Romania, covering employees in that market. In all other EEA countries. Outside the EEA, 0% of employees are covered by collective bargaining agreements.

| Country | % of employees covered by workers' representatives for each EEA country | |
|----------------|---|------|
| | 2025 | 2024 |
| Czech Republic | 0% | 0% |
| Estonia | 0% | 0% |
| Hungary | 0% | 0% |
| Poland | 0% | 0% |
| Romania | 100% | 0% |
| Latvia | 0% | 0% |
| Lithuania | 0% | 0% |

The Group has no agreements in place for representation by a European Works Council, a Societas Europaea Works Council or a Societas Cooperativa Europaea Works Council.

S1-9 - Diversity metrics

Gender diversity at top management level

In preparing the disclosure on gender at top management, we have used the definition of top management as one and two levels below the administrative and supervisory level. The gender distribution within this group is as follows:

| Metric | Unit | Total | Total |
|---|----------------|------------|-----------|
| | | 2025 | 2024 |
| Number and percentage at top management level by gender | Head count (%) | 112 (100%) | 88 (100%) |
| Female | Head count (%) | 37 (33%) | 29 (33%) |
| Male | Head count (%) | 75 (67%) | 59 (67%) |
| Other gender | Head count (%) | 0 (0%) | 0 (0%) |
| Not reported | Head count (%) | 0 (0%) | 0 (0%) |

Age distribution of employees

Our workforce is composed of employees across different age groups. The distribution is as follows:

| Metric | Unit | Total | Total |
|--|----------------|---------------|---------------|
| | | 2025 | 2024 |
| Distribution of colleagues by age groups | Head count (%) | 8,305 (100%) | 8,351 (100%) |
| < 30 years | Head count (%) | 1,003 (12.1%) | 1,038 (12.4%) |
| 30-50 years | Head count (%) | 5,381 (64.8%) | 5,443 (65.2%) |
| > 50 years | Head count (%) | 1,921 (23.1%) | 1,870 (22.4%) |

S1-10 - Adequate wages

We confirm that no employee within the Group is paid below an adequate wage. The position was the same in 2024. This aligns with our commitment to fair and responsible employment practices, ensuring financial security and wellbeing for our workforce.

S1-11 - Social protection

In the markets where we operate, Group employees are entitled to social protection measures mandated by national laws. These include:

- **Sickness benefits:** All employees in our markets (Mexico, UK, Czech Republic, Poland, Hungary, Romania, Australia, Latvia, Lithuania, and Estonia) are entitled to income support during periods of illness, provided through national health insurance schemes or equivalent programmes.
- **Unemployment benefits:** Employees are covered by statutory unemployment insurance programmes in all markets, ensuring income support during periods of job loss.
- **Parental leave:** All markets offer statutory parental leave programmes, providing income support during maternity, paternity, or parental leave periods.
- **Employment injury and acquired disability benefits:** Employees are protected through mandatory workers' compensation schemes or equivalent programmes that cover workplace injuries or disabilities.
- **Retirement benefits:** Employees are enrolled in government-provided pension schemes in all markets.

S1-12 - Persons with disabilities

| Metric | Unit | Total | Total |
|---|----------------|-----------|------------|
| | | 2025 | 2024 |
| Percentage of persons with disabilities amongst employees | Head count (%) | 97 (1.2%) | 124 (1.5%) |

We are committed to fostering an inclusive workplace that supports diversity and equal opportunities for all employees, including persons with disabilities.

- As part of our reporting under Disclosure Requirement S1-12, we disclose the percentage of employees with disabilities, subject to legal restrictions on data collection in different jurisdictions.
- We ensure compliance with national laws and definitions of disability across the markets in which we operate, recognising that legal definitions may vary.
- Where possible, we monitor and track disability representation in our workforce to inform policies and initiatives aimed at enhancing accessibility, inclusion, and workplace support.

S1-13 - Training and skills development metrics

The Group does not collate data on the average number of training hours per employee and by gender.

| Metric | Unit | Total | Total |
|---|------|-------|-------|
| | | 2025 | 2024 |
| Employees that participated in regular performance and career development reviews by gender | % | 65.2% | 52% |
| Female | % | 54.9% | 45.5% |
| Male | % | 45.1% | 63.9% |
| Other gender | % | 0% | 0% |
| Not reported | % | 0% | 0% |

S1-14 - Health and safety metrics

| Metric | Unit | Total | Total |
|---|------|-------|-------|
| | | 2025 | 2024 |
| Percentage of employees in own workforce covered by a health and safety management system based on legal requirements and/or recognised standards or guidelines | % | 100% | 100% |

All IPF home credit businesses are accredited with the ISO 45001 Occupational Health and Safety Management Standard. All markets undergo safety management system assessments to monitor compliance with the Group's health and safety protocols.

| Metric | Unit | Total | Total |
|---|------------|-------|-------|
| | | 2025 | 2024 |
| Number of fatalities as a result of work-related injuries and work-related ill health | Fatalities | 1 | 0 |

| Metric | Unit | Total | Total |
|--|---------------------------------|-------|-------|
| | | 2025 | 2024 |
| Rate of recordable work-related accidents | Number of injuries/hours worked | 1.05 | 1.1 |
| Number of recordable work-related injuries | Number | 274 | 302 |

This was calculated using industry standard:

Total recordable incident rate = Number of incidents x 100,000 / total number of employee/customer representative hours worked in a year.

| Metric | Unit | Total | Total |
|--|--------|-------|-------|
| | | 2025 | 2024 |
| Number of cases of recordable work-related ill health among employees in own workforce | Number | 0 | 0 |

Based on the nature of our operations, which involve office-based work and home visits to provide financial services without exposure to hazardous substances or conditions, we have not recorded any cases of reportable work-related ill health in the reporting period.

| Metric | Unit | Total | Total |
|---|------|-------|-------|
| | | 2025 | 2024 |
| Number of days lost to work-related injuries and fatalities among colleagues in own workforce | Days | 1,731 | 1,529 |

Metric

There was one fatality in 2025 resulting from work-related injury or work-related ill health involving other workers operating on the Group's sites. In 2024, there were no fatalities.

S1-15 – Work-life balance

Below are our family-related leave metrics:

| Metric | Unit | Total 2025 | Total 2024 |
|---|------|------------|------------|
| Percentage of employees entitled to take family-related leave | % | 88.2% | 88.9% |

| Metric | Unit | Total 2025 | Total 2024 |
|---|------|------------|------------|
| Percentage of entitled employees that took family-related leave by gender | % | 21% | 23% |
| Female | % | 26% | 29% |
| Male | % | 12% | 15% |
| Other gender | % | 0% | 0% |
| Not reported | % | 0% | 0% |

These figures demonstrate our commitment to supporting employees with family-related responsibilities through accessible and inclusive leave policies.

During the preparation of the 2025 CSRD disclosures, the Group identified a methodological inconsistency in the calculation of Disclosure Requirement S1-15 (employees entitled to family-related leave) for the 2024 reporting period.

In 2024, the denominator used to calculate the percentage of employees entitled to family-related leave in Romania included certain inactive employees and leavers at year end. This approach was not consistent with the methodology applied across other jurisdictions and was not aligned with the refined methodology adopted in 2025, which includes active employees at the reporting date only.

For 2025, the Group has applied a consistent methodology across all jurisdictions. Both:

- total employees (S1-6), and
- employees entitled to family-related leave (S1-15),

are calculated using active employees at year end only.

As a result of this methodological refinement, the previously reported 2024 percentage (98%) has been recalculated on a consistent basis. Applying the 2025 methodology to 2024 data results in a revised 2024 percentage of 88.9%.

The reported 2025 percentage is 88.2%. On a like-for-like basis (using the 2025 methodology for both years), the movement between 2024 and 2025 is therefore minimal (88.9% to 88.2%).

This correction represents a material prior period error in quantitative terms. The Group has therefore restated the comparative 2024 figure for S1-15 to ensure consistency, transparency and comparability in accordance with ESRS 2 BP-2 paragraph 14.

There is no impact on other disclosures, narrative reporting, or the Group's financial statements.

Disclosure Requirement S1-16 – Remuneration metrics

| Metric | Unit | Total 2025 | Total 2024 |
|---|-------|------------|------------|
| Annual total remuneration for the undertaking's highest-paid individual | GBP | 2,102,419 | 2,349,609 |
| Median annual total remuneration | GBP | 13,853 | 11,198 |
| Annual total remuneration ratio | Ratio | 151.76 | 209.82 |
| Gender pay gap percentage | % | 37.39% | 37.98% |

S1-17 – Human rights impacts

Discrimination and complaints

| Metric | Unit | Total 2025 | Total 2024 |
|--|--------|------------|------------|
| Total number of incidents of discrimination and harassment reported: | Number | 0 | 3 |

In 2025, the Group did not identify any substantiated incidents of discrimination within its own workforce. A small number of allegations relating to inappropriate conduct or discrimination were raised through the Group's grievance and whistleblowing channels and were assessed through established investigation processes.

The Group takes all allegations of discrimination seriously and is committed to fostering a culture of inclusion, respect and fairness. All reported concerns are investigated proportionately and, where appropriate, addressed through corrective or disciplinary measures and employee support.

| Metric | Unit | Total 2025 | Total 2024 |
|---|--------|------------|------------|
| Number of complaints filed through channels for own workforce to raise concerns | Number | 191 | 165 |

| Metric | Unit | Total 2025 | Total 2024 |
|---|------|------------|------------|
| Total amount of fines, penalties, and compensation for damages as result of reported incidents and complaints | GBP | 0 | 0 |

Severe human rights incidents

| Metric | Unit | Total 2025 | Total 2024 |
|--|--------|------------|------------|
| Number of severe human rights incidents connected to the undertaking's workforce | Number | 0 | 0 |

| Metric | Unit | Total 2025 | Total 2024 |
|---|------|------------|------------|
| Total amount of fines, penalties and compensation for damages as a result of severe human rights incidents connected to the undertaking's workforce | GBP | 0 | 0 |

ESRS S4 Consumers and end-users

This section of the CSRD Statement explains how the Group manages its material IROs relating to consumers and end-users, in accordance with ESRS S4, as identified through the Group's DMA.

ESRS 2 SBM-3 What matters most to our business and stakeholders

The Group's material IROs in relation to consumers and end-users arise directly from its strategy and business model of designing, marketing and providing regulated consumer credit products across multiple markets. These impacts are primarily connected to responsible lending practices, fair treatment of customers, marketing and sales conduct, and the protection of consumer information and personal data.

The identification of material consumer-related IROs informs the Group's strategy through its emphasis on operating within applicable local regulatory frameworks, maintaining appropriate compliance and conduct standards at market level, and embedding consumer protection requirements into product design, pricing, marketing and servicing activities. The Group's strategy and business model are not adapted through changes to product offerings or target markets in response to these impacts, but through ongoing refinement of policies, controls and governance arrangements to manage consumer-related risks.

For the purposes of ESRS S4, the Group considers its consumers and end-users to be its retail borrowers who use its consumer credit products and related services. The scope of this disclosure covers customers and end-users of the Group across all channels, including digital-only customers and customers in arrears, who may be materially impacted by the Group's own operations, products and services. Guarantors and customers of third-party distribution partners are excluded from scope. Based on the materiality assessment, the main types of consumers affected are retail customers who are dependent on accurate, transparent and accessible product-related information, and whose personal data is processed in the provision of financial services. The Group does not offer products that are inherently harmful to consumers.

Material negative impacts are generally systemic in nature, reflecting the regulated environments in which the Group operates, rather than arising from isolated incidents or specific business relationships. These impacts are reflected in the Group's material IROs for consumers and end-users disclosed under ESRS 2 SBM-3, including negative impacts and associated risks relating to ethical marketing and consumer protection, and information-related impacts (such as data protection and privacy).

No material positive impacts beyond those arising from the responsible provision of regulated consumer credit and compliance with applicable consumer protection requirements have been identified, other than the positive impacts and opportunities relating to social inclusion of consumers disclosed under ESRS 2 SBM-3.

Material risks and opportunities arising from impacts and dependencies on consumers and end-users primarily relate to regulatory compliance, conduct risk, reputational risk and customer trust. These risks and opportunities apply broadly across the Group's consumer base and are managed through market-level governance arrangements, regulatory engagement and internal control frameworks.

S4-1 – Policies related to consumers and end-users

The Group has adopted Group-wide policies that set out its commitments and approach to managing IROs related to consumers and end-users arising from the design, marketing and provision of its consumer credit products and services. These policies establish minimum standards for conduct, consumer protection, data protection and human rights across the Group and are implemented at market level in accordance with applicable local legal and regulatory requirements.

Details of the Group's Data Protection and Privacy Policy, the Code of Ethics and the Human Rights Policy, which apply across the Group's operations and supply chain, are set out on pages 70 and 93. These policies reflect the Group's commitment to operate in line with the United Nations Universal Declaration of Human Rights and other internationally recognised human rights standards. The principles contained in the Human Rights Policy are brought to life for employees and customer representatives through the Code of Ethics, which establishes expectations for ethical conduct in all interactions with customers and other stakeholders. The Responsible Marketing Policy is summarised below:

| | |
|--|--|
| Description of the key contents of the policy, including its general objectives | The Responsible Marketing Policy sets out minimum standards and requirements governing marketing and customer communications across the Group. The Policy is intended to ensure that marketing activities are accurate, transparent and fair, comply with applicable laws and regulations, and align with customer protection and financial inclusion objectives. It establishes expectations for responsible product promotion, avoidance of misleading or aggressive practices, appropriate disclosure, data protection in marketing activities, and the use of AI and automated tools in marketing. |
| Description of the material IROs the policy relates to | The Policy relates to the Group's material impacts and risks for consumers and end-users identified and disclosed under ESRS 2 SBM-3 in respect of ESRS S4. In particular, it addresses: <ul style="list-style-type: none"> the material negative impact and associated risk relating to ethical marketing and consumer protection, including the risk of consumer detriment arising from misleading, unclear or inappropriate marketing communications, inadequate disclosure of product features, costs or risks, inappropriate targeting of customers (including vulnerable or underserved groups), or aggressive sales practices; and the material risks and impacts relating to information-related matters, including the risk of adverse impacts on consumers and regulatory or trust-related risks arising from failures in data protection, privacy, or the use of customer data in marketing activities (including through automation or AI tools). The Policy also supports the material positive impacts and opportunities relating to the social inclusion of consumers disclosed under ESRS 2 SBM-3, by promoting fair access to products, transparent communications, financial inclusion, and customer protection outcomes when marketing regulated consumer credit responsibly. |
| Description of the process for monitoring | Monitoring is carried out through market-level procedures and controls, including the maintenance of marketing approval records, review of marketing materials, and consideration of customer feedback, complaints and product and service quality reporting. Oversight is provided by Marketing, Compliance and Sustainability functions, with periodic reporting to the Group Product Development Committee. Internal audits are conducted to assess adherence to the Policy and the effectiveness of related controls. |
| Description of the scope of the policy | The Policy applies to all colleagues across the Group, including employees, directors, contractors and other customer-facing representatives. It applies to all marketing activities and customer communications in all markets in which the Group operates and is implemented alongside local marketing policies and applicable country-specific legal requirements. |
| Body with accountability for the implementation of the Policy | Chief Marketing Officer and Global Product Development Committee. |
| Reference to relevant third-party standards | The Policy does not reference alignment with specific third-party standards. |
| Stakeholder considerations | The Policy is made available internally through Group and local policy communication channels and available online on the Group's website. |

(a) Respect for the human rights of consumers and end-users

The Code of Ethics and Human Rights Policy commit the Group to respecting the fundamental human rights of consumers and end-users, including non-discrimination, privacy, health, life and safety, and freedom of expression. These rights are particularly relevant given the Group's provision of responsible finance and its interactions with consumers across different markets and customer segments. These commitments are aligned with internationally-recognised standards, including the OECD Guidelines for Multinational Enterprises.

The Group seeks to mitigate potential human rights impacts by embedding ethical conduct, responsible lending, customer protection and respect for privacy into the design, marketing and delivery of its products and services. Providing access to responsible and transparent financial products is also considered a key contribution to consumers' social and economic inclusion.

(b) Engagement with consumers and end-users

Engagement with consumers and end-users is guided by the principles set out in the Code of Ethics, which emphasises ethical behaviour, respect for individual rights and responsible business practices. The Code of Ethics establishes expectations for non-discriminatory conduct, respect for privacy and safeguarding of health and safety, which inform day-to-day customer interactions across all markets and underpin the Group's approach to responsible marketing and customer communications.

(c) Measures to provide and/or enable remedy for human rights impacts

The Group's Code of Ethics and Human Rights Policy provide the framework for addressing and, where possible, remedying adverse human rights impacts arising from its activities, products or services. Actual or potential human rights concerns may be raised through established channels, including customer complaints mechanisms, internal escalation processes and the Group's whistleblowing arrangements. Reported issues are assessed and investigated in line with applicable policies and procedures, and appropriate corrective or remedial actions are taken where issues are identified.

These commitments are supported by annual ethics training for employees and customer representatives, including training on counteracting modern slavery, which is intended to strengthen awareness of human rights risks and the use of established reporting and remediation mechanisms. During the reporting period, the Group is not aware of any reported cases of non-respect of the UN Guiding Principles on Business and Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, or the OECD Guidelines for Multinational Enterprises that involve consumers and/or end-users in its downstream value chain.

Oversight of the Responsible Marketing Policy sits with the Chief Marketing Officer, supported by local Marketing Directors. Oversight of data protection and privacy matters sits with the Group Data Protection Officer, reporting to the Chief Legal Officer. Responsibility for the Human Rights Policy and Code of Ethics sits with the Chief Legal Officer, with oversight by the Group Board. All policies referred to above are available publicly on the Group's website at www.ipfin.co.uk and apply across all markets served by the Group.

S4-2 – Engagement with consumers and end-users

(i) How we engage on impacts

The Group engages with consumers and end-users through structured and recurring processes to inform its understanding of actual and potential impacts related to its activities, products and services.

As part of the DMA, the Group conducted a customer survey across all markets during the reporting year. Customers were approached through online channels, and 2,987 responses were received. The survey was designed to gather customer perspectives on topics relevant to the Group's activities, including social and governance matters that may affect consumers and end-users.

Survey responses indicated that customers primarily associate the Group's responsibilities with social and governance-related topics, particularly fairness, ethical conduct, customer protection and the protection of personal data. These areas align with the Group's identified material impacts on consumers and end-users, including ethical marketing, social inclusion and information-related impacts.

The results of the customer survey are used as an input into the Group's sustainability governance and DMA processes, supporting the identification and prioritisation of actual and potential impacts on consumers and end-users. The survey complements ongoing engagement with consumers through day-to-day customer interactions, customer service channels and complaints handling processes, which provide additional qualitative insight into customer experiences and emerging concerns.

The Group's engagement processes are designed to be proportionate to its business model and customer base and to support an ongoing understanding of consumer expectations and impacts over time.

(ii) How consumer perspectives inform decisions

The Group considers the perspectives of consumers and end-users when making decisions and Group activities aimed at managing actual and potential impacts on consumers and end-users. Consumer perspectives are gathered directly from consumers, primarily through customer engagement processes, including customer surveys, feedback mechanisms and complaints analysis. The Group does not engage with consumers and end-users through legitimate representatives or credible proxies for these purposes. These inputs are taken into account as part of the Group's sustainability governance and DMA processes.

Insights from consumer engagement are used to inform management's understanding of customer expectations and potential areas of customer impact, particularly in relation to ethical conduct, fairness, customer protection and the handling of personal data. These insights support the prioritisation of material consumer-related topics and help guide the Group's approach to responsible marketing, product governance and customer protection practices.

(iii) Engagement stages, methods and frequency

Engagement with consumers and end-users takes place on an ongoing basis across the full customer lifecycle, and at defined stages of the Group's processes for identifying, assessing and managing actual and potential impacts on consumers and end-users. Engagement is embedded into the Group's day-to-day operations and governance arrangements and is supplemented by structured engagement conducted as part of the DMA.

Engagement occurs at the following stages:

Marketing and pre-onboarding, where engagement focuses on preventing potential negative impacts by testing marketing practices and sales interactions before customers enter into a contractual relationship;

Onboarding and early tenure, where engagement is used to assess clarity, accessibility and early customer experience and to identify potential issues at an early stage;

Active servicing and relationship management, where engagement focuses on service quality, customer outcomes, trust and emerging risks throughout the customer relationship;

Collections and arrears, including continuous direct interaction with customers, supported by structured feedback and quality monitoring, particularly in relation to customers in vulnerable circumstances;

Complaints and remediation, where formal complaints handling and root-cause analysis provide insight into actual negative impacts and the effectiveness of remediation; and

Group-level and cross-market engagement, which provides periodic insight into customer perception, experience and trust across markets and the full customer lifecycle.

The Group engages with consumers and end-users through a combination of:

Proactive engagement mechanisms, including mystery shopping, proactive quality assurance, call monitoring, post-interaction and journey-based surveys, and customer experience indicators;

Reactive engagement mechanisms, including formal complaints handling, complaints satisfaction surveys and root-cause analysis; and

Ongoing direct interaction, including day-to-day customer service interactions and, in markets operating a home credit model, regular face-to-face interactions between customer representatives and customers.

These mechanisms generate both quantitative and qualitative insight, including customer verbatims, which inform management understanding of customer expectations, experiences and potential impacts.

Engagement with consumers and end-users occurs at different frequencies depending on the mechanism:

Continuous engagement through customer service interactions, collections activities and complaints handling;

Weekly and monthly engagement through customer experience indicators, post-interaction surveys, complaints reporting and quality monitoring;

Periodic engagement through structured customer journey analysis and customer experience reviews; and

Annual or biennial engagement through Group-level brand tracking, Customer Experience Heartbeat® surveys and the customer survey conducted as part of the DMA.

Insights from these engagement mechanisms are reviewed at market level through operational management and boards, and are aggregated and escalated to Group-level forums and governance bodies where relevant, including to inform sustainability governance and materiality-related considerations.

(iv) Responsibility for consumer engagement

Operational responsibility for engagement with consumers and end-users is shared across Group and market-level functions. Day-to-day engagement with consumers primarily takes place through market-level sales, customer service and servicing functions, which are responsible for customer interactions, feedback capture and complaints handling as part of normal business operations.

At Group level, the Marketing function has responsibility for coordinating customer insight and engagement activities with a Group-wide perspective, including the design and execution of the annual sustainability survey and the consolidation of consumer insight across markets. The Chief Marketing Officer is the most senior role with overall responsibility for oversight of consumer engagement at Group level.

Insights from consumer engagement are communicated to and considered by relevant internal functions, including market management teams, compliance, legal, data protection, risk and sustainability functions, to inform management review of customer-related impacts, risks and business practices.

(v) Reviewing the effectiveness of engagement

The Group assesses the effectiveness of its engagement with consumers and end-users through a combination of quantitative and qualitative measures linked to its engagement mechanisms.

Effectiveness is primarily assessed by monitoring participation levels and response rates in the customer survey conducted as part of the DMA, which provide an indication of the reach and relevance of the engagement. The Group also considers the consistency and clarity of themes identified across markets and customer segments, which supports management's assessment of the reliability and usefulness of the insights obtained.

In addition, the Group assesses whether and how consumer feedback informs management discussions and the prioritisation of consumer-related impacts, risks and topics, including ethical conduct, customer protection and information-related impacts. In the reporting period, the customer survey received responses from 2,987 consumers across all markets, enabling the identification of clear and recurring priorities, particularly in relation to social and governance matters such as fairness, ethical behaviour, customer protection and data protection. These insights were used as an input into sustainability governance and materiality-related considerations.

(vi) Engagement with vulnerable or marginalised consumers

The Group recognises that certain consumers and end-users may be particularly vulnerable to adverse impacts or may face barriers to accessing financial services, including underbanked individuals and socially or economically marginalised groups.

The Group does not currently apply a formal, Group-wide definition of "vulnerable consumers" for the purposes of engagement or impact assessment. Instead, insights into the perspectives of potentially vulnerable consumers are primarily gained through the Group's financial inclusion activities and day-to-day customer interactions.

The Group does not currently operate dedicated engagement mechanisms exclusively for vulnerable consumer groups.

S4-3 Processes to remediate negative impacts

Raising concerns and remediation

The Group has established processes across all markets to enable consumers and end-users to raise concerns and complaints, and to provide for, or cooperate in, the remediation of negative impacts on consumers and end-users that the Group is connected with.

In each market in which the Group operates, consumers and end-users have access to a dedicated complaints-handling function operating in line with applicable local legal and regulatory requirements. Complaints and concerns may be raised through customer service and feedback channels, including in-person in those markets where the Group maintains branches, telephone and digital channels, and may relate to matters such as customer treatment, service delivery, data protection and privacy, or other issues connected with the Group's activities. Information on how to raise complaints is made available to consumers through customer communications and service touchpoints in each market.

All complaints are recorded and handled in accordance with local regulatory frameworks and internal procedures, with the objective of ensuring timely, fair and appropriate resolution. Where concerns or complaints indicate a potential negative impact on consumers or end-users, the Group investigates the matter and determines appropriate remedial actions based on the nature and severity of the issue. Remediation may include corrective actions in customer interactions, clarification of information provided, service or process adjustments, or other measures intended to address the issue and reduce the risk of recurrence.

The Group seeks to ensure that consumers and end-users are aware of and able to use these processes through clear communication of complaints procedures and regulatory rights at market level. The Group's approach is guided by the IPF Global Code of Ethics, which commits the Group to ethical conduct, protection of individual rights and the mitigation of detrimental human rights impacts, and supports the use of complaints and reporting channels without retaliation or disadvantage to individuals who raise concerns in good faith.

Information arising from complaints and concerns is reviewed to identify recurring issues or potential systemic risks. These insights inform management review and regular improvement of customer-related practices and controls, supporting the management of actual and potential impacts on consumers and end-users.

S4-4 How we address negative impacts on consumers

(i) Our actions

Based on its assessment of material impacts on consumers and end-users, the Group focuses its actions on preventing, mitigating and, where necessary, remediating impacts related to customer protection and fair treatment, responsible provision of financial services, and data protection and privacy. These material impacts correspond to those identified through the Group's DMA, namely ethical marketing and consumer protection, information-related impacts for consumers, and social inclusion of consumers.

Actions taken and underway include the application of market-level policies and procedures governing customer interactions, service delivery and complaints handling, aimed at reducing the risk of unfair treatment, misinformation or customer detriment. The Group has also implemented controls and processes to safeguard customer data and protect privacy, in order to prevent misuse of personal information and maintain consumer trust.

In support of responsible provision of financial services, the Group provides access to financial products and services to underbanked populations, with product design and customer-facing practices guided by internal standards and regulatory requirements. Employees involved in customer-facing activities receive training and guidance to support consistent and appropriate treatment of consumers.

These actions are intended to support fair and transparent customer interactions, reduce the risk of consumer harm, enhance protection of personal data and improve access to financial services. At this stage, the Group primarily monitors the implementation of actions and controls, rather than systematically measuring outcome-level changes for consumers and end-users.

Consumer feedback, complaints data and survey results are reviewed to identify areas where additional actions may be required to further prevent or mitigate material negative impacts.

In cases where actual material negative impacts on consumers and end-users are identified, the Group provides or enables remedy through its customer complaints mechanisms and internal escalation processes. These processes are used to investigate issues, determine appropriate corrective or remedial actions in line with local regulatory requirements, and implement measures to address identified customer detriment. The Group tracks the effectiveness of actions taken to address material negative impacts on consumers and end-users through a combination of ongoing monitoring of customer complaints and feedback, periodic review of marketing and customer practices, and management oversight of identified issues and corrective actions, with findings used to inform continuous improvement where appropriate.

(ii) Additional actions or initiatives contributing to improved social outcomes

The Group does not have additional actions or initiatives with the primary purpose of positively contributing to improved social outcomes for consumers and end-users beyond those actions described in relation to the prevention, mitigation and remediation of material negative impacts.

(iii) How we assess whether actions are effective

The Group tracks and assesses the effectiveness of actions and initiatives aimed at managing material impacts on consumers and end-users primarily through process-based indicators, consumer feedback mechanisms and management review, rather than through outcome-level impact measurement.

Effectiveness is monitored using insights from consumer engagement activities, including customer surveys, ongoing feedback received through customer service channels and complaints data collected at market level. This information is used to assess whether actions taken are aligned with consumer expectations and to identify recurring issues related to fairness, customer protection and service delivery.

Market-level complaints handling processes provide information on the nature, frequency and resolution of consumer concerns. Complaints trends and root-cause analysis are used to assess whether actions implemented are reducing recurring issues or highlighting areas requiring further attention.

Brand perception indicators, such as awareness, consideration and rejection, are monitored as supplementary measures of consumer sentiment and trust. These indicators provide contextual insight into changes in consumer perceptions over time but are not used as direct measures of outcome-level social impact.

Information from these sources is reviewed by management at market and Group level to determine whether existing actions and controls remain appropriate or require adjustment. At present, the Group focuses on tracking the implementation and consistency of actions, rather than systematically measuring behavioural or outcome-level changes for consumers and end-users.

(iv) Identifying appropriate actions and approaches

The Group identifies appropriate actions in response to actual or potential negative impacts on consumers and end-users through market-level processes, including consumer feedback, complaints handling, analysis of complaints trends and management review. This approach is applied to the material negative impacts identified through the Group's materiality assessment, which relate to customer protection and fair treatment, marketing and sales conduct, and the protection of consumer information and personal data.

Where potential or actual impacts are identified, the relevant market assesses their nature, severity and likelihood and determines whether the impact arises from the Group's own practices or is directly linked to its products or services. This assessment informs the identification of proportionate actions within existing policies, controls and regulatory frameworks.

Actions may include adjustments to customer communications, marketing or sales practices, internal processes or controls, or case-level corrective action through established complaints-handling procedures. Responsibility for identifying and implementing actions sits primarily at market level, with escalation to Group level where appropriate. The Group's approach focuses on actions within its own operations; no material negative impacts have been identified that require collaborative or industry-wide action beyond existing regulatory engagement.

In addressing material negative impacts, engagement with consumers and end-users takes place primarily through existing feedback, complaints and customer contact mechanisms, which enable affected consumers to raise concerns and inform corrective action at case and process level. Given the nature of the Group's material negative impacts, which are generally systemic and managed within regulated frameworks, no additional standalone or proactive engagement processes have been established specifically for the purpose of addressing impacts beyond these mechanisms.

(v) Actions to avoid negative impacts in own operations

The Group takes preventive action through its own practices to avoid causing or contributing to material negative impacts on consumers and end-users. This approach is embedded in how the Group conducts its marketing, sales, customer interactions and data use, with a focus on prevention rather than reliance on corrective or remedial measures.

Preventive controls include the application of a Group Responsible Marketing Policy, which sets requirements to ensure marketing and sales activities are fair, transparent, accurate and not misleading, and controls governing the use and protection of customer data to reduce the risk of privacy-related harm. Expectations for appropriate customer treatment are reinforced through internal standards and applied in day-to-day decision-making across markets. Guidance and training provided to customer-facing and commercial staff support early identification of potential risks and help prevent negative impacts from arising.

Where tensions arise between commercial objectives and the prevention of potential negative impacts on consumers, decisions are expected to prioritise compliance with applicable regulatory requirements, responsible marketing standards and consumer protection principles, even where this may constrain short-term commercial outcomes.

(vi) Severe human rights issues and incidents

During the reporting period, the Group did not identify any severe human rights issues or incidents connected to consumers and/or end-users arising from its own operations or value chain.

(vii) Resources to manage consumer impacts

The Group allocates a combination of human, organisational and operational resources to the management of its material impacts on consumers and end-users. These resources are embedded across Group and market-level functions and reflect the Group's decentralised operating model and local regulatory requirements.

Management of consumer-related impacts is primarily resourced through market-level customer service, complaints-handling and operational teams responsible for day-to-day consumer interactions and issue resolution. Additional resources are provided through marketing and commercial functions overseeing responsible marketing practices, and through compliance, legal and data protection functions supporting consumer protection, ethical conduct and data privacy, with senior management oversight provided through established governance structures.

Operational resources include formal market-level policies and procedures (such as complaints-handling and customer protection processes), customer engagement mechanisms, monitoring and analysis tools (including complaints data and brand perception indicators), and training and guidance relevant to responsible customer practices. Resources are not managed through a single, consolidated budget but are integrated into core business operations and support functions. This integrated resourcing approach enables the Group to identify, manage and monitor material consumer-related impacts as part of normal business activity.

(viii) How we address consumer risks and opportunities

The Group has actions in place and underway to mitigate the material risks identified in ESRS 2 SBM-3 arising from its impacts on, and dependencies on, consumers and end-users, including regulatory compliance risk, conduct risk, reputational risk and risks to customer trust associated with responsible lending, fair treatment of customers, marketing and sales conduct, and data protection and privacy. These risks are addressed through preventive and mitigating controls embedded in Group-wide and market-level policies and operational practices, including responsible marketing standards, customer protection processes, data protection controls, and complaints-handling and escalation mechanisms.

These actions are integrated into the Group's existing risk management and compliance frameworks, with monitoring through management review, complaints trends and escalation outcomes, and consumer perception indicators. In parallel, the Group pursues material opportunities identified in SBM-3 by applying fair treatment and responsible marketing practices to support consumer trust, maintain regulatory compliance and strengthen long-term customer relationships within its existing governance and operational structures.

(ix) Our actions on material matters

The Group has adopted actions and allocated resources in relation to all material sustainability matters concerning consumers and end-users identified through its materiality assessment.

These actions comprise preventive, mitigating and remedial measures embedded in Group and market-level policies, operational practices, customer engagement mechanisms, complaints-handling and remediation processes, and are described in accordance with the requirements of MDR-A under ESRS S4-4.

S4-5 - Targets related to consumers and end-users

The Group has not established formal, measurable, time-bound or outcome-oriented targets in relation to consumers and end-users. Consumer-related impacts, risks and performance are managed through established internal processes, policies and regulatory compliance rather than through formal target-setting.

This consolidated report covers the following entities:

- IPF Digital Aktiesels
- IPF Digital Australia Pty Limited
- IPF Digital Latvia Sabiedrība ar Ierobežotu Atbildību
- IPF Digital Lietuva Uždaroji Akcinė Bendrovė
- IPF Polska Sp. z o.o.
- Provident Financial Romania Instituție Financiară Nebancară Societate pe Acțiuni
- Provident Financial společnost s ručením omezeným
- Provident Mexico Sociedad Anónima de Capital Variable
- Provident Pénzügyi Zártkörűen Működő Részvénytársaság
- Provident Polska Spółka Akcyjna
- Provident Services SRL

Independent Limited Assurance Report to the Directors of International Personal Finance plc

We were engaged by International Personal Finance Plc (the 'Company') to perform a limited assurance engagement in respect of the Corporate Sustainability Reporting Directive ('CSRD') Statement for the year ending 31 December 2025 as presented on pages 76 to 109 of the 2025 Annual Report and Financial Statements, hereafter referred to as the "CSRD Information".

Directors' responsibilities

The Directors of Company are responsible for:

- developing, implementing and reporting the double materiality assessment (DMA) process to identify the information reported in the CSRD Statement in accordance with the European Sustainability Reporting Standards (the 'ESRS') and for disclosing this process in the CSRD Statement;
- preparing, measuring, fairly presenting and reporting the CSRD information included in the CSRD Statement in accordance with the applicable criteria of the EU Directive 2022/2464 which includes complying with the ESRS;
- designing, implementing, and maintaining systems, processes and internal controls necessary for the preparation and presentation of the CSRD Information that is free from material misstatement, whether due to fraud or error;
- maintaining adequate records for preparing and to support the CSRD Information; and
- the contents and disclosures contained within the CSRD Information.

Our independence and quality management

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

We apply the International Standard on Quality Management (UK) 1 Quality Management for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements. This requires us to design, implement and operate a system of quality management including policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the CSRD Information is free from material misstatement, whether due to fraud or error;
- evaluating whether the overall presentation, structure and content of the CSRD Statement achieves fair presentation in accordance with ESRS and the DMA carried out by the Company to identify the information reported is in accordance with the description set out in the CSRD Statement; and
- forming and reporting an independent conclusion, based on the procedures we have performed and the evidence we have obtained.

We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised) Assurance Engagements Other Than Audits or Reviews of Historical Financial Information ('ISAE 3000') issued by the International Auditing and Assurance Standards Board ('IAASB').

Summary of work performed

The procedures we performed, and our determination of the nature, timing and extent of these procedures, was based on our professional judgement, including the assessment of the risks of material misstatement of the CSRD Information, whether due to fraud or error. Our procedures did not extend to any elements outside of the CSRD Information. The procedures included, but were not limited to:

- performing risk assessment procedures to understand the Company and its environment, the relevant internal controls, the underlying CSRD Information and other engagement circumstances, including the Company's reporting boundary and its value chain;
- obtaining an understanding of the Company's DMA process by performing inquiries to understand the source of information used by management; inspecting the Company's internal documentation of this process; and evaluating whether the evidence obtained from our procedures about the Company's process is consistent with the description of the process set out in the CSRD Statement;
- inquiring of management and others within the Company to understand the CSRD Information and the criteria used for measurement and evaluation;
- performing limited substantive testing of the CSRD Information including agreeing arithmetical accuracy of calculations and agreeing data points and disclosures to underlying records to check that the CSRD Information had been appropriately evaluated or measured, recorded, collated and reporting; and
- evaluating the overall presentation, structure and content of the CSRD Statement.

The procedures we perform in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion about whether the CSRD Information has been prepared, in all material respects, in accordance with the applicable criteria.

Our engagement was planned and performed to obtain limited assurance, but not absolute assurance, regarding whether the CSRD Statement is free from material misstatement, whether due to fraud or error. Therefore, there is an unavoidable risk that some material misstatements may not be detected by this engagement even though it is properly planned and performed. Furthermore, such a limited assurance engagement is not designed to detect matters that are immaterial to the CSRD Information.

For the avoidance of doubt, our work did not involve an audit of the CSRD Information. Consequently, our conclusion is not expressed as an audit opinion.

Subject matter information

The subject matter information within the scope of this engagement comprises the CSRD Information.

Applicable criteria

The criteria applied in the preparation of the CSRD Information is the ESRS which are publicly available on the EFRAG website. The CSRD Information should be read together with the criteria.

Inherent limitations

Non-financial information is subject to more inherent limitations than financial information given the absence of a significant body of established practice on which to draw, the characteristics of the underlying subject matter and the methods and precision used for measuring or evaluating it.

Other information

We have not performed any assurance work nor express any conclusion on any other information accompanying the CSRD Information, or elsewhere disclosed directly or indirectly by the Company. We have read other information that accompanies or contains the CSRD Information to identify material inconsistencies, if any, with the CSRD Information or our limited assurance report. For the avoidance of doubt, the other information that accompanies the CSRD Information prepared by the Company may include additional sustainability disclosures not made in accordance with reporting obligations under the CSRD. We do not express a conclusion or other form of assurance on other information presented with the CSRD Information that is not subject to our limited assurance engagement.

Limited assurance conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Company's CSRD Information for the year ending 31 December 2025 has not been prepared, in all material respects, in accordance with the applicable criteria, including:

- the DMA process to identify the information reported is in accordance with the description set out in the "disclosures on the materiality assessment process" section on pages 85 to 88 of the CSRD Statement; and
- the CSRD Information included in the CSRD Statement is fairly presented in compliance with the disclosure requirements of the ESRS.

Use of our report

This report is made solely to International Personal Finance plc, as a body, in accordance with the terms of our engagement letter dated 12 January 2026. Our limited assurance engagement has been undertaken so that we might state to International Personal Finance plc those matters we are required to state to them in an independent limited assurance report and for no other purpose. The assurance report has been issued on the basis that it must not be recited or referred to or disclosed, in whole or in part, in any other document or to any other party without our express written permission.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than International Personal Finance plc for our work, for the limited assurance report, or for the conclusion we have formed.

PKF Littlejohn LLP
Chartered Accountants

London
25 February 2026