

# Sustainability report

2025

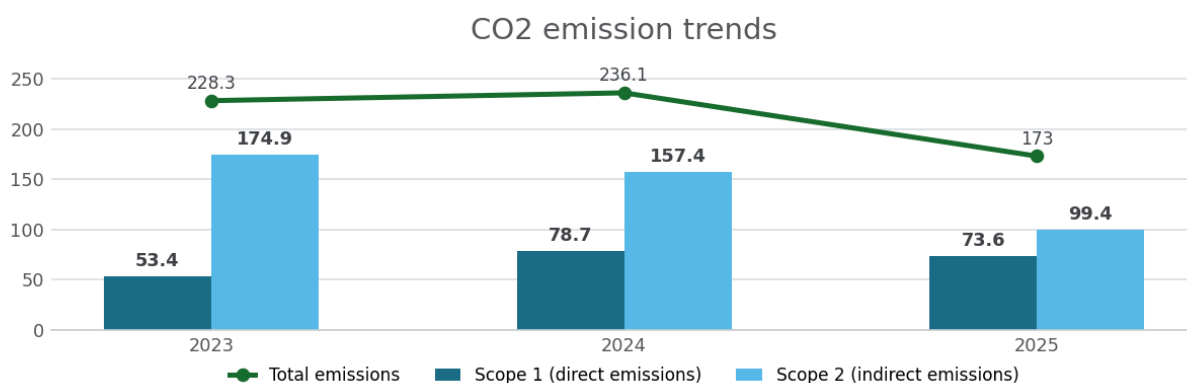
# Sustainability Report 2025

**AS Industra Bank** continues to strengthen its role as a responsible financial market participant by integrating environmental, social and governance (ESG) principles into its core business operations. Our objective is not only to reduce the environmental impact of our own operations, but also to support the sustainable growth of our loan portfolio by financing climate-friendly projects.

During the reporting period, the Bank improved its maturity in sustainability-related matters. The Bank developed a **Sustainability Policy** and implemented an **ESG risk assessment methodology**. In line with this methodology, the Bank analyses its assets and loan portfolio, identifying both physical risks, such as flood risks, and transition risks, such as compliance with building energy efficiency requirements. This methodological approach forms the basis for risk mitigation decisions and the development of a **green loan portfolio**.

## CO2 EMISSIONS

Over the past three years, the Bank has calculated its Scope 1 and Scope 2 emissions. In 2025, significant progress was made in reducing total emissions.



CO2 emissions (t CO2e)	2023	2024	2025
Scope 1 (direct emissions)	53.4	78.7	73.6
Scope 2 (indirect emissions)	174.9	157.4	99.4
Total emissions	228.3	236.1	173.0

### Key findings:

- Scope 2 progress:** The reduction in total emissions in 2025 was primarily driven by Scope 2 emissions, which decreased by **43.2%** compared to 2023. The main reason for this decrease was the Bank's transition to renewable electricity, ensuring that its electricity consumption has a significantly lower carbon footprint. Since 1 August 2024, the Bank has held a green electricity certificate. The Bank's head office at 1 Muiņas Street, Riga, uses electricity sourced entirely from renewable energy. The Bank continues to assess opportunities to increase the share of renewable energy and further reduce the impact of Scope 2 emissions in the future.
- Data quality:** In 2025, **91%** of all data used for CO2 calculations was based on actual measurements, such as meter readings and invoices, confirming the high reliability of the Bank's CO2 emissions data.

In addition to monitoring carbon emissions, the Bank also tracks other environmental indicators, including water consumption and thermal energy use.

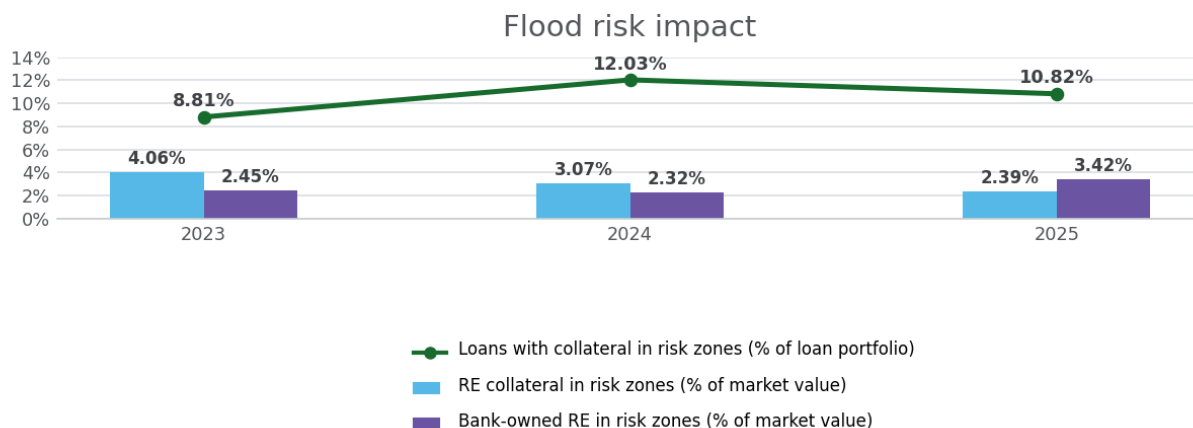
## CLIMATE RISK ANALYSIS (PHYSICAL AND TRANSITION RISKS)

Using the ESG methodology developed by the Bank, we assessed the collateral for loans issued by the Bank, as well as real estate owned by the Bank and the Group.

### Flood risks

- Loan portfolio exposure:** The proportion of loans secured by real estate collateral located in high and medium flood risk zones decreased from **12.03%** in 2024 to **10.82%** in 2025. The share of real estate collateral value exposed to medium and high flood risk also decreased, from **4.06%** in 2023 to **2.39%** in 2025.

- **Value of Bank-owned property:** The situation remains stable, with properties located in potential flood zones accounting for **3.42%** of the market value of the Bank's own real estate.



Flood risk impact	2023	2024	2025
RE collateral in risk zones (% of market value)	4.06%	3.07%	2.39%
Bank-owned RE in risk zones (% of market value)	2.45%	2.32%	3.42%
Loans with collateral in risk zones (% of loan portfolio)	8.81%	12.03%	10.82%

### Energy efficiency certificates (classes A, B and C)

- **Bank loan portfolio:** Loans secured by energy-efficient buildings accounted for **3.83%** of the Bank's total outstanding loan volume at the end of 2025.
- **Real estate owned by the Bank:** More than one third of the market value of properties owned by the Bank met energy efficiency certification classes A, B or C.



Owned RE with A, B and C energy certificates	2023	2024	2025
% of total RE market value	36.94%	36.33%	36.03%

### SOCIAL RESPONSIBILITY

The Bank's growth would not be possible without a strong team and loyal customers. During the 2024-2025 period, the Bank made significant progress in strengthening its internal culture and improving service quality.

Social responsibility indicators	Result
Employee NPS 2025	32.89 points
Customer NPS 2025	52 points
Support to Team Rastorgujevs association in 2025	EUR 12,500

### 1) Employee wellbeing and engagement

A significant achievement for the Bank in the social area was the **improvement in employee satisfaction**. According to employee survey data, the NPS score increased from 1.79 points in 2024 to **32.89 points in 2025**. This reflects the successful implementation of internal improvements, enhancements to the employee motivation system and the creation of a more cohesive working environment.

### 2) Customer experience

According to the Bank's customer survey data, substantial progress was also achieved in customer satisfaction. The increase in the NPS score from 23 in 2022 to **52 points in 2025** represents an **excellent result** and reflects a fundamental improvement in the Bank's service quality. It demonstrates that the Bank has succeeded not only in meeting customers' core needs, but also in turning a significant share of customers into brand advocates.

### 3) Community investment

The Bank supports socially important initiatives through donations. In 2025, it supported the Team Rastorgujevs association with a contribution of EUR 12,500.

**The Bank will continue its transformation towards further digitalisation and the development of green lending products.**