



**DRIVING  
TOMORROW  
TODAY**

ENVIRONMENTAL  
SOCIAL  
GOVERNANCE



**OUR**  
sustainability

RESPECTING WHAT NATURE PROVIDES  
AND TAKING RESPONSIBILITY FOR THE WORLD  
WE DEPEND ON, MEANS PROTECTING IT  
TODAY AND TOMORROW.

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## About This Report

This inaugural Sustainability Report marks an important milestone for Guardian Group as we progress along our journey to integrate Environmental, Social and Governance (ESG) factors more deliberately into how the Group operates. It represents the beginning of a more structured and transparent approach to communicating how we create long-term value, protect our customers and support our people and the communities we serve.

This year's theme, *Driving Tomorrow, Today*, reflects a simple truth: preparing for the future cannot wait. While our ESG maturity is still evolving, our commitment to responsible growth, transparency and continuous improvement is firmly established. This Report reflects the early steps we are taking to build the systems, capabilities and governance required for long-term resilience.

We recognise that meaningful sustainability progress must be grounded in sound governance and disciplined execution. Accordingly, the Report outlines the scope and boundaries of our current disclosures and provides a clear view of the foundations we are putting in place for more comprehensive reporting in the years ahead. We are intentionally building our ESG capabilities gradually and thoughtfully. As our data systems mature and our internal capacity expands, the

depth and confidence of our disclosures will continue to strengthen. These foundational steps represent the early work required to meet the standards of tomorrow by beginning to build them today.

### Scope of the Report

The Report focuses on Guardian Holdings Limited (GHL) and its subsidiaries. It covers Group-level governance, strategy and sustainability initiatives, with illustrative examples from operating entities where relevant. Unless otherwise stated, data is presented at a consolidated level.

### Reporting period

1 January 2025 to 31 December 2025.

### Data Sources for this Report

The financial data presented in this Report was extracted from the 2025 Annual Report of Guardian Holdings Limited. Additional data was sourced from the Group's internal systems or via manual collection processes.

### Guiding Reporting Principles

In this first year of publication, we have focused on establishing a strong and reliable foundation,

guided by recognised leading principles. We acknowledge that deeper alignment will continue to evolve over time as our systems, data capabilities and sustainability governance mature.

As we begin our formal sustainability reporting journey, this Report has been informed by selected elements of the following frameworks to help guide its structure and content. The Group has not yet fully adopted or aligned with these standards:

- International Financial Reporting Standards – Sustainability Disclosure Standards (IFRS S1 and IFRS S2)
- European Union Corporate Sustainability Reporting Directive (CSRD)
- Task Force on Climate-related Financial Disclosures (TCFD)
- Global Reporting Initiative (GRI) Standards
- United Nations Sustainable Development Goals (SDGs)

### Link to Annual Report

This Sustainability Report should be read together with our 2025 Annual Report, which outlines our broader strategy, performance, governance and risk management approach.



# Chairman's Statement

“ From a Board perspective, sustainability is not a separate agenda. It is intrinsically linked to risk governance, long-term resilience and disciplined decision-making. ”

**Robert Almeida,**  
Chairman,  
Guardian Holdings Limited



## Chairman's Statement (continued)

At Guardian Group, the Board of Directors recognises that strong governance and effective oversight are fundamental to sustaining trust, resilience and long-term value. This Sustainability Report represents an important step in formalising how Environmental, Social and Governance (ESG) considerations are governed, understood and integrated across the Group, in line with our responsibilities to shareholders, regulators, employees, customers and the communities we serve.

The operating environment for insurers and financial services groups is evolving rapidly. Climate volatility, technological change, regulatory development and shifting societal expectations are reshaping the risk landscape and influencing how value is created and protected over time. For a Group whose purpose is rooted in protection, these developments reinforce the Board's responsibility to ensure that emerging risks and opportunities are identified early, governed effectively and considered alongside strategy, capital and performance.

From a Board perspective, sustainability is not a separate agenda. It is intrinsically linked to risk governance, long-term resilience and disciplined decision-making. During 2025, the Board continued to strengthen governance arrangements to support more consistent and coordinated ESG oversight across the wider Group. The establishment of a Group-level ESG Management Steering Committee at the NCB Financial Group level, with Guardian Group representation, reflects a deliberate move toward greater alignment, clarity of responsibility and disciplined execution. From a governance standpoint, this structure supports effective oversight while recognising the diversity of operating contexts across the Group's footprint.

The Board recognises that this is the beginning of a longer journey. In this inaugural Report, the scope and depth of disclosures reflect a structured implementation approach, with ongoing enhancements to systems, data and internal processes. The Board supports management's focus on strengthening governance,

accountability and information quality to support credible, decision-useful disclosures aligned with evolving regulatory and reporting standards.

Events such as Hurricane Melissa also served as a stark reminder of why this work matters. Beyond testing operational and financial resilience, such events highlight the broader role insurers play in supporting recovery, strengthening preparedness and addressing protection gaps. These experiences continue to inform Board-level discussions around risk appetite, resilience and the evolving expectations placed on the Group.

On behalf of the Board, I would like to thank our management team and employees across the Group for their continued commitment to responsible leadership and disciplined execution. As we look ahead, the Board remains focused on guiding Guardian Group through a measured and credible sustainability journey, one that strengthens resilience, protects what matters most and supports long-term prosperity for our stakeholders.



## Remarks from Our Group CEO

“ As CEO, I view sustainability not simply as a responsibility, but as a strategic imperative that strengthens both the long-term resilience and relevance of Guardian Group. Sustainability, in this context, is about protecting value, strengthening trust and ensuring we remain a source of stability and support across generations. ”

**Ian Chinapoo,**  
Group Chief Executive Officer

## Remarks from our Group CEO (continued)

At Guardian Group, our purpose has always been rooted in protection. By protecting lives and livelihoods and strengthening financial security across the markets we serve, we help our customers “live easy” in an increasingly complex world. As the environment around us continues to evolve, the risks our customers face are becoming more interconnected and dynamic. This Sustainability Report reflects how we are responding to that reality by taking concrete steps to integrate Environmental, Social and Governance (ESG) considerations more deliberately into our strategy, decision-making and long-term planning, ensuring that resilience, trust and peace of mind remain central to everything we do.

Guardian Group’s journey reflects a long-standing commitment to responsibility and long-term thinking that is deeply embedded in our heritage. Our roots in the Caribbean date back to 1847, when Standard Life entered Trinidad and Tobago, laying the foundation for what would eventually become Guardian Life of The Caribbean Limited. Standard Life itself emerged from a tradition of mutuality and social responsibility that shaped the early insurance movement in Scotland. Its counterpart, Scottish Widows, was established in 1815 to provide financial security to widows and women left vulnerable in the aftermath of the Napoleonic Wars, reflecting a direct response to societal need during a period of profound disruption.

That shared heritage reflects a clear and enduring purpose: to provide stability, protection and confidence in uncertain times. More than a century later, that principle continues to guide how we serve families, support communities and steward the long-term resilience of our business across the region.

Building on our heritage, sustainability at Guardian Group means making ESG an integral part of who we are. We are progressively embedding ESG principles into the way we approach strategy, risk, growth and performance. To guide this work, we have established a sustainability framework centred on Planet, People and Protection. While newly established, the framework provides a clear, practical path towards aligning priorities and making decisions that reflect our values and support our long-term goals.

From a strategic perspective, integrating sustainability will strengthen our ability to manage risk and prepare for the future. Climate volatility, technological disruption, regulatory evolution and shifting stakeholder expectations are already reshaping the operating environment for insurers and financial services groups. As we start to incorporate ESG considerations into enterprise risk management, strategic planning and capital allocation, our focus is on the underpinnings required to better anticipate emerging risks, respond to evolving standards and adapt to changing customer needs. Our approach is

deliberate and phased, focused on building strong support bases that fortify our resilience over time.

This Report highlights the importance placed on values and culture. People are central to delivering on the Group’s strategy and fostering an inclusive, ethical and high-performing organisation remains a priority. Across the Group, teams continue to demonstrate professionalism, care and commitment, whether through serving customers, supporting colleagues or responding to communities in need. Sustainability is approached not only as an obligation but as an opportunity to strengthen Guardian Group and ensure resilience for future generations. Responsibility beyond the organisation is integral to the Group’s purpose. Experiences such as Hurricane Melissa serve as powerful reminders of the Group’s role: not only as an insurer, but also as a partner to communities and a source of support for its people during periods of uncertainty.

As the Group’s first Sustainability Report, this document reflects the current state of progress. Systems, data and governance processes will continue to be strengthened, and disclosures will evolve and deepen as capability and confidence grow. By integrating sustainability into the heart of the business, Guardian Group reaffirms its purpose: to protect what matters most, to act responsibly in a changing world and to ensure that customers, employees and communities are equipped to face the future with confidence.

# Remarks from Our Vice President, ESG

“ In October 2024, I was entrusted with the responsibility of leading the Group’s Environmental, Social and Governance (ESG) agenda, a role I am pleased to undertake at this formative stage. Since then, our focus has been on bringing greater clarity, coordination and structure to sustainability across the Group. At the same time, we have laid the groundwork to more deliberately embed ESG considerations into decision-making as our capabilities continue to evolve. ”

**Shinelle Grant-Sealey**  
Vice President, Environmental,  
Social and Governance



## Remarks from our Vice President, ESG (Continued)

This Sustainability Report represents an important milestone for Guardian Group as we formally begin our sustainability reporting journey. It marks our first step toward more structured, transparent and consistent ESG disclosure. Our intent is to provide insight into our early focus areas and the approach we are taking as we progress along this path.

Our theme, Driving Tomorrow, Today, reflects a reality that is especially relevant in the Caribbean: preparing for the future cannot be deferred. At the same time, we recognise that meaningful sustainability progress does not happen overnight. This first Report is therefore intentionally positioned as a starting point that reflects where we are today, while creating the platform for deeper maturity over time.

In October 2024, I was entrusted with the responsibility of leading the Group's ESG agenda, a role I am pleased to undertake at this formative stage. Since then, our focus has been on bringing greater clarity, coordination and structure to sustainability across the Group. At the same time, we have laid the groundwork to more deliberately embed ESG considerations into decision-making as our capabilities continue to evolve.

Our sustainability framework, anchored around Planet, People and Protection, helps guide how we think about our responsibilities to our employees, customers, communities and the environments in which we operate, while remaining closely aligned to Guardian Group's core purpose of protection.

In this, our inaugural Sustainability Report we are transparent about the fact that our systems, data and reporting processes are still developing and will be strengthened over time through improved data quality, clearer metrics and deeper integration across the organisation.

I am proud to support Guardian Group at this stage and look forward to building on this foundation in the years ahead. Our commitment is to progress thoughtfully and credibly, ensuring that sustainability becomes an increasingly meaningful part of how we deliver on our promise of protection as we Drive Tomorrow, Today.



## GHIL at a Glance

The entities, assets and operations included in the Group's Sustainability Report are consistent with those reflected in the Group's financial statements as at 31 December 2025.

### Business Segments

#### Life, Health & Pension (LHP)

Guardian Life of The Caribbean Limited (100%)  
Fatum Life Aruba N.V. (100%)  
Guardian Life Limited (100%)  
Fatum Health N.V. (100%)  
Fatum Life Insurance N.V. (100%)  
Guardian Life (OECS) Limited (100%)  
Bancassurance Caribbean Limited (100%)

#### Property & Casualty (P&C)

Guardian General Insurance Limited (100%)  
Guardian General Insurance Jamaica Limited (100%)  
Guardian Re (S.A.C.) Limited (100%)  
Fatum General Insurance N.V. (100%)  
Guardian General Insurance (OECS) Limited (100%)  
Fatum General Insurance Aruba N.V. (100%)  
Guardian Group Nederland N.V. (100%)  
Royal Star Holdings Limited (25.83%)

#### Insurance Brokerage

Fatum Brokers Holdings B.V. (100%)  
Vanguard Risk Solutions Limited (67.74%)

#### Asset Management

Guardian Group Trust Limited (100%)  
Guardian Asset Management and Investment Services Limited (100%)

#### Strategic Alternative Investments

Laevulose Inc Limited (100%)  
RGM Limited (33.33%)  
Tobago Plantations Limited (25%)



## Our Sustainability Framework: Planet, People and Protection

Guardian Group's sustainability framework is built around a simple but powerful principle: Protecting what matters most: our Planet and our People:

employees, customers and the communities we serve. These principles are bolstered by four sustainability pillars that together create a

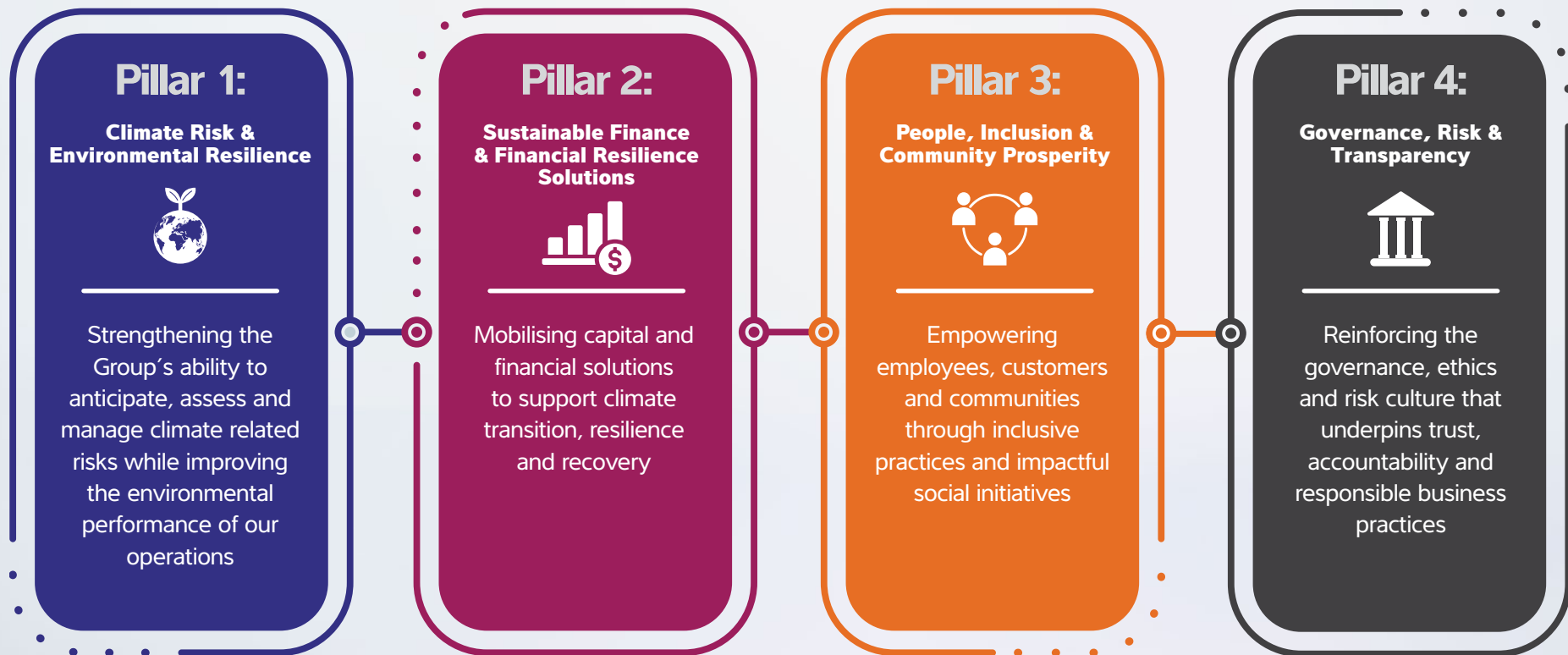
structured framework guiding how sustainability is integrated into risk management, decision-making and long-term value creation.

### PLANET

### PEOPLE

### PROTECTION

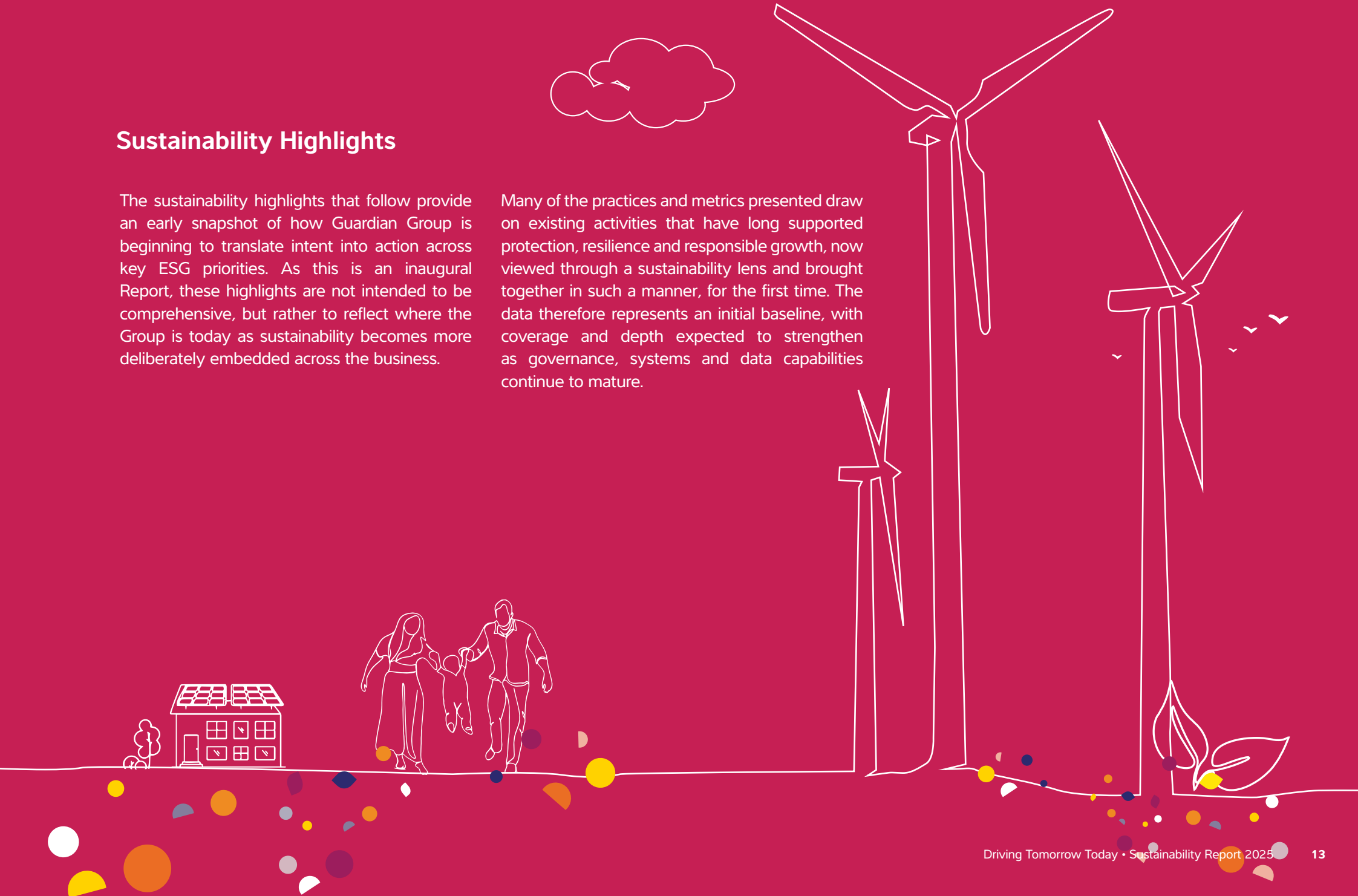
#### OUR 4 SUSTAINABILITY PILLARS



## Sustainability Highlights















The sustainability highlights that follow provide an early snapshot of how Guardian Group is beginning to translate intent into action across key ESG priorities. As this is an inaugural Report, these highlights are not intended to be comprehensive, but rather to reflect where the Group is today as sustainability becomes more deliberately embedded across the business.

Many of the practices and metrics presented draw on existing activities that have long supported protection, resilience and responsible growth, now viewed through a sustainability lens and brought together in such a manner, for the first time. The data therefore represents an initial baseline, with coverage and depth expected to strengthen as governance, systems and data capabilities continue to mature.



# How We Create Value: (as at 31 December 2025)

## Sustainability Highlights

EMPLOYEES	FINANCIAL	COMMUNITY	PRODUCT DEVELOPMENT	ESG GOVERNANCE	ENVIRONMENTAL AND OPERATIONAL IMPACT
<p>NO. OF PERMANENT EMPLOYEES</p> <p><b>1,949</b></p> 	<p>TOTAL REVENUE: </p> <p><b>TT\$8,028M</b></p>	<p>TOTAL CHARITABLE FOUNDATION SPONSORSHIP &amp; DONATIONS:</p> <p><b>TT\$5.7M</b></p>	<p>5 ESG-ALIGNED PRODUCTS:</p> <ul style="list-style-type: none"> <li>Electric vehicle insurance</li> <li>ClimateGuard: parametric product</li> <li>Creatives &amp; Entertainers Plan expanded to include Group Health</li> <li>CyberGuard Essentials</li> <li>Queen Guard</li> </ul>	<p>ESG OFFICE ESTABLISHED</p>  <p>GROUP ESG COMMITTEE STRATEGICALLY REALIGNED</p> <p>ESG INTEGRATION INTO CORE POLICIES</p> <p>GENDER DIVERSITY OF THE BOARD:</p>	
<p>WOMEN IN EXECUTIVE POSITIONS</p> <p><b>67%</b></p> 	<p>PROFIT ATTRIBUTABLE TO OWNERS OF THE COMPANY </p> <p><b>TT\$1,533M</b></p>	<p>HURRICANE MELISSA SUPPORT</p> <p>APPROXIMATELY</p> <p><b>TT\$2.1M</b></p> <p>IN COMMUNITY SUPPORT</p>	<p>WOMEN  MEN </p> <p><b>16.67%</b> <b>83.33%</b></p>	<p><b>1000+ LBS</b></p> <p>OF WASTE COLLECTED AT BEACH CLEAN-UP</p>	
<p>WOMEN IN MANAGERIAL AND SENIOR MANAGERIAL ROLES</p> <p><b>63%</b></p> 	<p>EARNINGS PER SHARE:</p> <p><b>TT\$6.61</b> </p>	<p><b>TT\$500K</b></p> <p>IN EMPLOYEE RELIEF SUPPORT</p> 	<p>BOARD INDEPENDENCE: INDEPENDENT NON-EXECUTIVE:</p> <p><b>50%</b></p>		
	<p>TOTAL EQUITY: </p> <p><b>TT\$6,429M</b></p>	<p>SHINE 5K (TRINIDAD &amp; JAMAICA)</p> <p>OVER</p> <p><b>TT\$1M</b></p> <p>DONATED</p>		<p><b>446 LBS</b></p> <p>OF WASTE DIVERTED THROUGH GREENING INITIATIVES</p>	
		<p><b>J\$16M</b></p> <p>IN-KIND SUPPORT</p>			 <p>SOLAR PANELS: <b>219,138 KWH</b> GENERATED</p>
		<p>SUPPORTED</p> <p><b>30-PLUS</b></p> <p>CHILDREN'S ORGANISATIONS</p>			<p>COST SAVINGS</p> <p><b>TT\$500K</b></p> <p><b>140 TONNES</b></p> <p>ESTIMATED CO<sub>2</sub> EMISSIONS AVOIDED FROM SOLAR PANEL INSTALLATION</p>

\*ESG-aligned products refer to products that incorporate environmental, social or governance considerations in their design, underwriting, pricing, eligibility criteria, or risk management, without implying full alignment to any specific external taxonomy or standard.



# SUSTAINABILITY **Governance**



“

As Chair of the Group ESG Management Steering Committee, I see effective governance as fundamental to advancing the Group’s sustainability agenda. Strong governance ensures that ESG-related risks and opportunities are understood, challenged and addressed with the appropriate level of oversight across the Group.

**- Dave Garcia, NCBFG Group General Counsel and Chief Administrative Officer and Chair,  
Group ESG Management Steering Committee.**

”

“

From a financial perspective, sustainability is fundamentally about long-term value creation and disciplined risk management. As our ESG journey continues to evolve, we are working to deepen our understanding of how these sustainability factors may shape the Group’s future opportunities and long-term financial resilience.

**- Keesha Sahadeo, Group Chief Financial Officer and  
Vice Chair, Group ESG Management Steering Committee.**

”



“

As the risk landscape evolves, particularly with respect to climate-related and other ESG challenges, we are continuously strengthening how we identify and manage emerging risks, ensuring that the Group remains prepared, responsive and able to support our stakeholders through periods of uncertainty and change.

**- Richard Look Kin, Group Chief Risk Officer**

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# Sustainability Governance

## Introduction

Strong governance is the foundation of Guardian Group’s commitment to sustainability. It reflects our belief that long-term value is created when oversight is clear, responsibilities are well

defined and decisions are guided by integrity, accountability and a sound understanding of the risks and opportunities that shape our future.

Over the past two years, Guardian Group has taken deliberate steps to strengthen ESG governance across the organisation.



## Sustainability Governance (continued)

### Group ESG Management Steering Committee

In 2023, Guardian Group established the Guardian Group ESG Committee to support early-stage ESG integration, build internal capability and raise ESG awareness across the organisation. The appointment of a Vice President, ESG in October 2024, with responsibility spanning Guardian Group and NCB, further underscored the need for a more unified approach to ESG governance across the wider group structure. To support this, an NCB Financial Group (parent-level) ESG Management Committee was established to promote consistency, reduce duplication and align sustainability priorities across operating entities, including Guardian Group. From 2026, ESG oversight will be coordinated through this parent-level ESG committee, with Guardian Group represented to ensure that its priorities, risk exposures and operating realities are appropriately reflected in parent-level discussions and direction.

The newly established Group ESG Management Steering Committee serves as the central coordinating body for ESG governance across the wider Group of companies.

The Committee reports through established governance channels to the GHL Board, while maintaining clear accountability within Guardian

Group's own governance framework. The Committee is chaired by the parent Group's General Counsel and Chief Administrative Officer, with the Guardian Group Chief Financial Officer serving as Vice-Chair.

Membership comprises the Vice President, ESG, together with senior management across key ESG-impacted functions within Guardian Group, including Legal, Finance, Risk, Strategy, Compliance, People, Culture and Capability, and Marketing and Communication.

The Committee's responsibilities are organised across six core domains:



## Sustainability Governance (continued)

### Sustainability Governance and Disclosure Readiness

Guardian Group has not yet formally adopted a specific sustainability reporting standard as there is currently no regulatory requirement for us to do so. However, the Group has proactively established a structured governance framework to monitor and assess the rapidly evolving sustainability and ESG reporting landscape.

Through this framework, we have been actively monitoring global developments including IFRS S1 and IFRS S2 and the European Union (EU) Corporate Sustainability Reporting Directive (CSRD). This enables us to strengthen our governance, risk management and disclosure practices in line with international expectations, while supporting informed and timely decisions regarding the adoption of an appropriate reporting standard.

We recognise that potential obligations may arise, particularly through our Netherlands subsidiary, Guardian Group Nederland N.V., and by extension Guardian Holdings Limited (GHL). However, following the EU Omnibus revisions to CSRD thresholds, neither entity currently meets the applicable size criteria for mandatory reporting. We continue to monitor regulatory

developments and threshold changes to ensure the Group remains prepared to comply should these requirements become applicable in the future.

Our approach across the Group is proactive and phased, focused on strengthening foundational elements before formal standard adoption becomes necessary.

#### These measures include:

- Clarifying governance oversight and management responsibilities
- Enhancing ESG and climate risk identification processes
- Strengthening integration of sustainability considerations into Enterprise Risk Management (ERM)
- Improving internal data governance and reporting consistency

Climate governance continues to evolve in a manner broadly consistent with the principles embedded within IFRS S2, with increasing recognition of climate risk as a financial risk driver influencing underwriting exposure, operational resilience, capital considerations and long-term strategy.

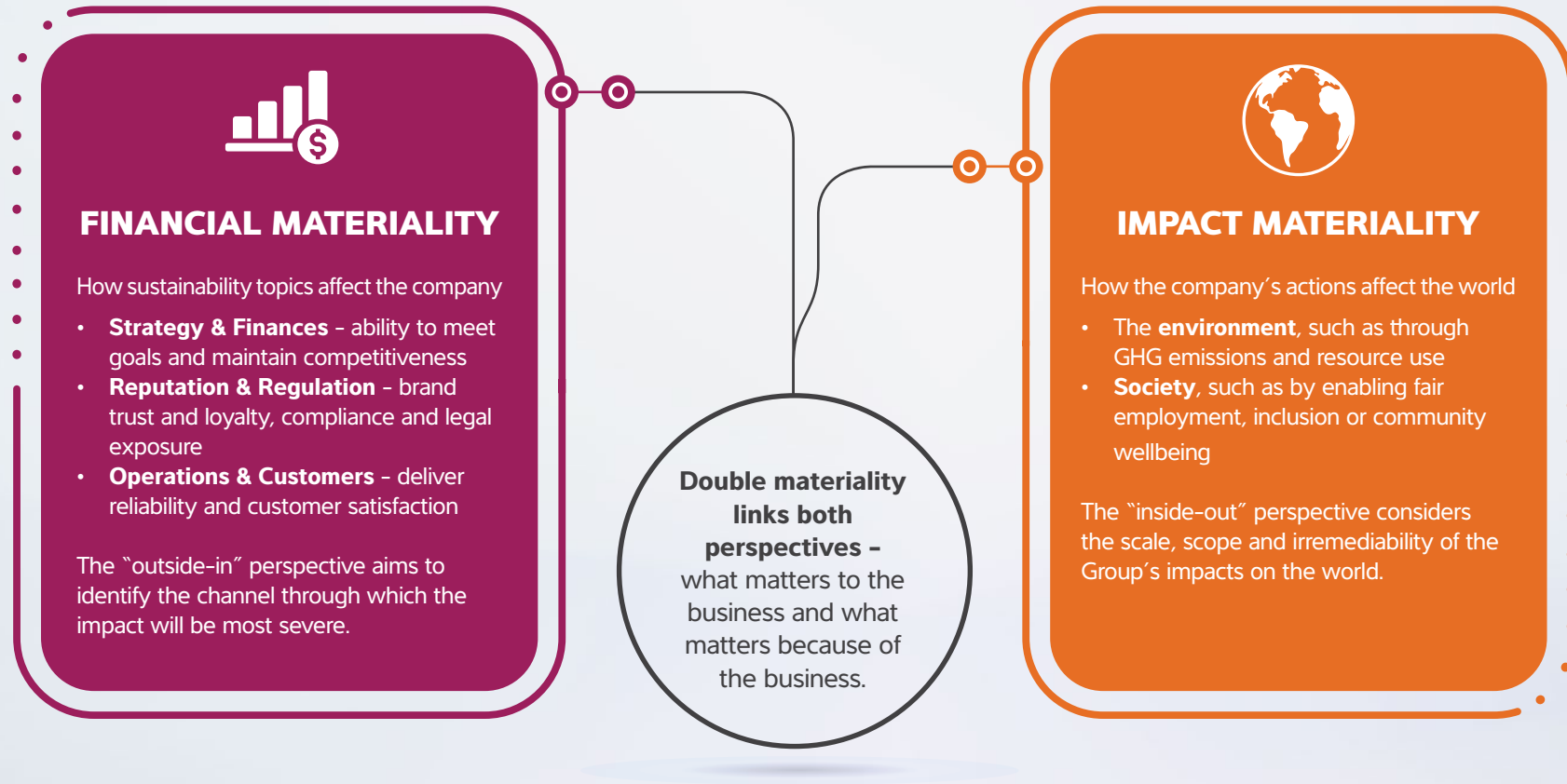
While governance principles are applied consistently across the Group, implementation reflects regional operating contexts. In the Netherlands, structures reflect heightened EU regulatory awareness and structured responsible investment practices. In the Caribbean, governance places strong emphasis on climate-driven operational resilience, particularly in relation to extreme weather exposure, business continuity and claims responsiveness. This balanced approach strengthens overall sustainability governance by addressing both regulatory readiness and the practical realities of operating in climate-vulnerable markets.

## ESG Materiality Assessment

Understanding what matters most to our stakeholders and to the long-term resilience of our business is central to how we shape our sustainability direction. In 2025, Guardian Group embarked upon our first Double Materiality Assessment (DMA) in partnership

with BSR (bsr.org), a global sustainability consultancy. The assessment was designed to provide a structured, evidence-based view of the ESG topics that are most significant to the Group.

The assessment expanded on the single materiality ESG assessment conducted in the prior year, this time adopting a Double Materiality Approach, combining both the financial and impact materiality lenses.

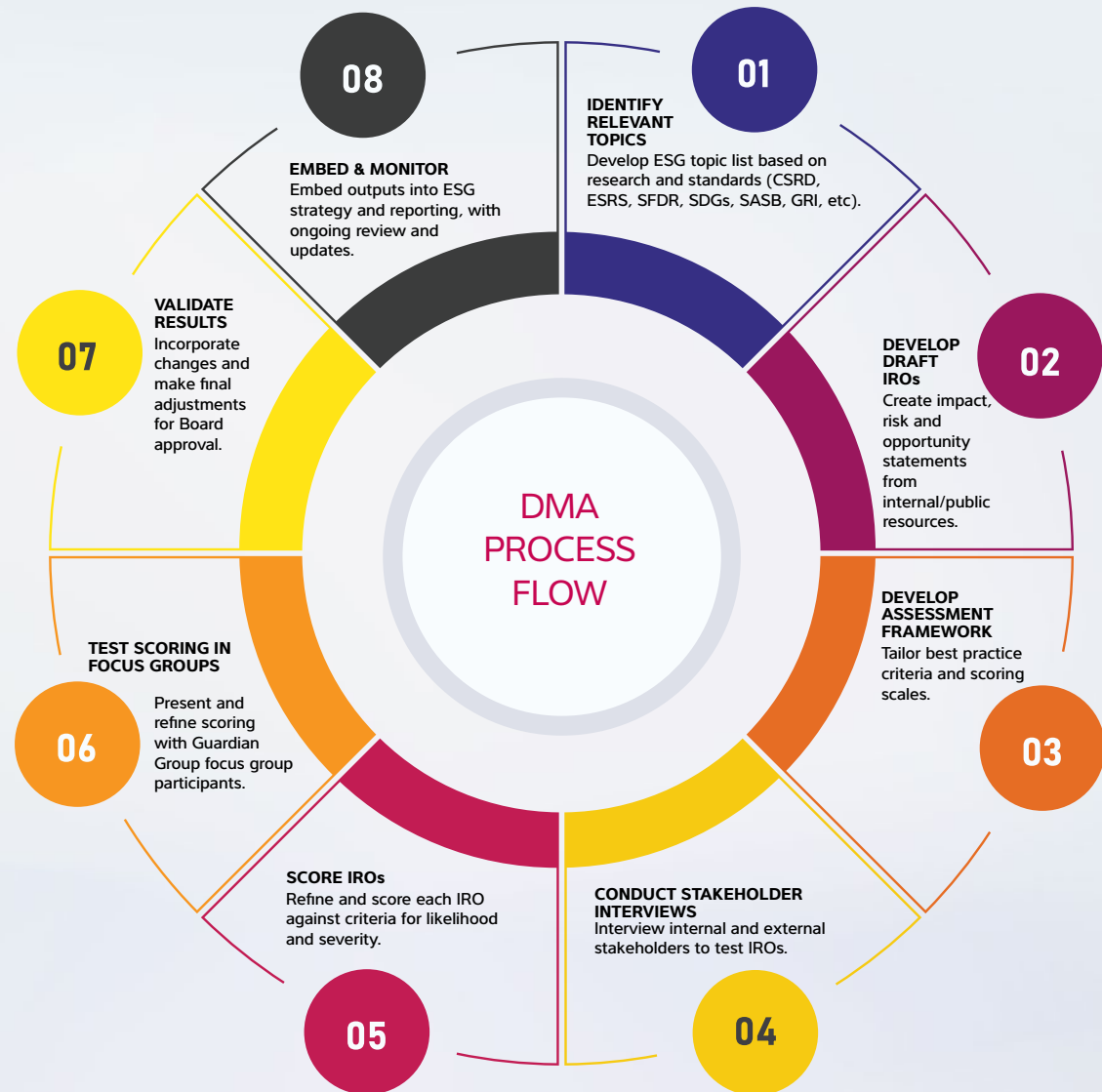


## ESG Materiality Assessment (continued)

The assessment followed a clear process. We began by defining scope and reviewing relevant sustainability reporting standards and guidance. This informed an initial long list of sustainability topics, supported by desktop research, regulatory considerations and sector-specific context. For each topic, early Impact, Risk and Opportunity (IROs) statements were developed to support consistent discussion and scoring.

Stakeholder engagement was a core component of the assessment. Structured discussions were held with internal stakeholders across Risk, Strategy, Legal, People, Culture and Capability, Operations and Customer-facing teams, alongside selected external stakeholders with relevant expertise or relationships to the Group. This engagement helped refine topic relevance, assess the severity and likelihood of impacts and identify areas of vulnerability and opportunity.

We applied a structured scoring methodology to all identified IROs, drawing on both quantitative and qualitative insights from the stakeholder engagement phase. Risks and opportunities were assessed using the Group's Enterprise Risk Management (ERM) risk matrix, evaluating likelihood and severity across financial and strategic performance, reputation, regulatory exposure, operations and customer impacts. Impacts were assessed based on their potential



## ESG Materiality Assessment *(continued)*

effects on society and the environment, considering criteria related to scale, scope and irremediability.

As our double materiality work progressed, several preliminary ESG themes emerged as priorities, including climate change, cybersecurity and data protection, customer experience,

ethical conduct and regulatory compliance. Many of these, particularly governance-related risks such as business reliability and ethical conduct, have long been recognised as non-negotiable to the Group’s ability to operate and remain trusted. The DMA process reinforces their continued significance, while also helping to surface emerging risks and interdependencies that warrant more structured, forward-looking management.

The topics disclosed below reflect the preliminary outputs of the Group’s ongoing DMA and remain subject to final validation and further prioritisation. The results will be further refined during the final phase of the DMA process, targeted for completion in Q1 2026. Notwithstanding their preliminary status, these topics provide a credible foundation for shaping the Group’s sustainability priorities and risk management approach.

# ESG

## DMA Pillars and Topics



### ENVIRONMENTAL

- Climate Vulnerability and Resilience



### SOCIAL

- Customer Service and Experience
- Customer and Public Health, Quality of Life and Wellbeing
- Financial Inclusion, Access and Education
- Local and Regional Development and Community Engagement
- Talent Attraction, Retention and Development



### GOVERNANCE

- Data Privacy and Cybersecurity
- Business Ethics and Transparency
- Business Reliability
- Digital Innovation

## ESG Risk Management

At Guardian Group, sustainability considerations are increasingly shaping how we think about strategy, operations and risk management, even as our formal ESG strategy continues to develop. Our current focus is on building strong foundations that allow ESG risks and opportunities to be identified early, understood consistently and integrated into decision-making over time.

In 2025, we began embedding sustainability considerations into existing governance structures and enterprise risk management practices, while strengthening coordination across business units and operating markets. These efforts are informing the development of a long-term ESG roadmap, which will be formalised through our ESG strategy and designed to align over time with IFRS S1 and S2.

ESG risks are also being considered alongside financial, operational and strategic risks, recognising their growing influence on resilience, customer trust and long-term performance. This approach ensures that ESG is not viewed in isolation but as part of the broader risk environment in which the Group operates.

To support consistency, the Group has updated the risk taxonomy to include a structured classification of ESG risks. The taxonomy includes physical and transition climate risks, customer and workforce-related risks and governance, conduct and regulatory risks. It also recognises

how ESG risks can act as drivers of traditional risk categories such as credit, market, liquidity and operational risk. This taxonomy provides a common language for ESG risks across the Group and supports more consistent identification, assessment and escalation over time.

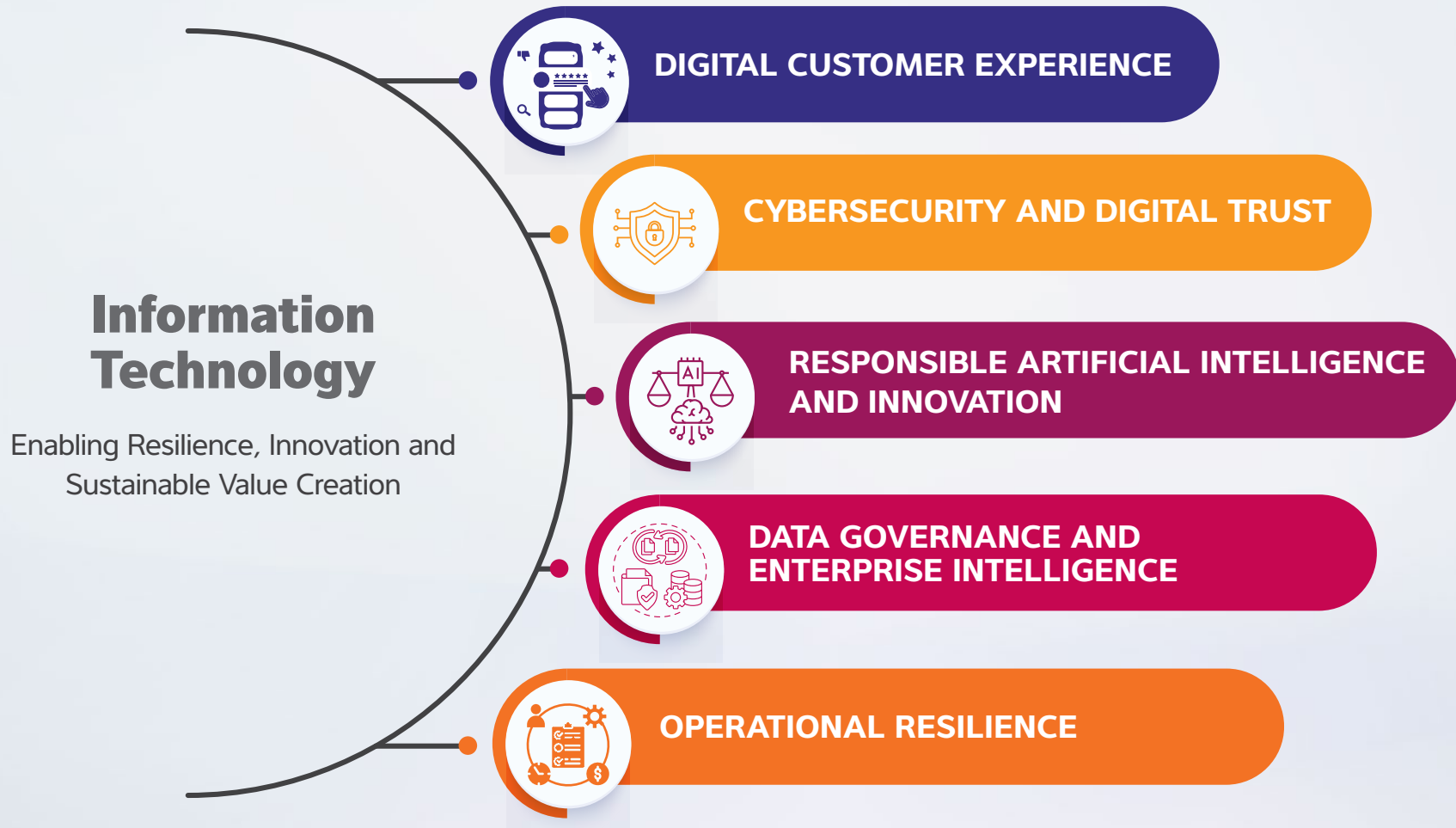


## Information Technology and Digital Resilience

Information Technology (IT) is a strategic enabler of Guardian Group's long-term resilience, customer accessibility and sustainable growth. In 2025, IT investments were deliberately

aligned to the Group's business strategy, strengthening operational stability, modernising digital platforms and embedding governance-by-design across evolving systems. Technology

continues to support the Group's ability to protect its core, grow responsibly and operate reliably in an increasingly digital and risk-sensitive environment.



## Operational Resilience

During 2025, the Group prioritised modernisation of legacy infrastructure and enhancement of scalable, unified platforms, including upgrades to policy administration systems supporting the Life and Health portfolios. These investments strengthened system reliability, reduced operational friction and created a more stable foundation for future digital expansion.

Structured resilience testing was conducted across critical systems, including:

- Group-wide disaster recovery simulations
- Coordinated security incident response exercises
- Formalised critical incident management processes

These capabilities were meaningfully demonstrated during the passage of Hurricane Melissa. A coordinated and timely restoration of internal systems ensured uninterrupted claims processing and continued service delivery across

Property and Casualty operations. This response reinforced the Group's ability to operate dependably during disruption, demonstrating strength as it relates to financial and operational sustainability.

Looking ahead, continued infrastructure modernisation and strengthened third-party oversight will further enhance resilience across territories.

## Digital Customer Experience

Digital transformation continued to improve accessibility for customers while reducing the Group's environmental and operational intensity. Secure, integrated digital platforms enabled customers to view and manage their Investment, Life and General Insurance portfolios in real time, reducing reliance on paper-based documentation and manual servicing processes.

These outcomes reduced manual processing requirements, streamlined servicing workflows and lowered associated operational and environmental costs. Collectively, they support operational efficiency, resource optimisation and service continuity, reinforcing the Group's commitment to sustainable value creation.



Increase in customer digital adoption



Policies supported by recurring digital payments



**~25%**

Reduction in support turnaround times



### AUTOMATION OF ROUTINE TASKS

- Stronger frontline resilience
  - Improved accuracy
- Focus on higher-value work

## Cybersecurity and Digital Trust

The Group continued to strengthen its cybersecurity posture in 2025 through regular independent testing, disciplined remediation programmes and structured risk monitoring processes across business units. These measures supported the ongoing enhancement of security controls in response to an evolving threat landscape.

Group-wide cybersecurity awareness training reinforced secure behaviours and data protection responsibilities. The Group also conducted

periodic phishing simulation exercises to test user vigilance and inform continuous improvement. Results reflected year-on-year progress in phishing resilience, with improved pass rates and reduced susceptibility to simulated attacks. In parallel, periodic Business Continuity and Disaster Recovery testing activities also supported continuity of critical services. These efforts enhanced operational resilience, reduced disruption risk and strengthened regulatory alignment.

Looking ahead, as the Group advances toward broader adoption of artificial intelligence-enabled technologies, risk management capabilities will increasingly emphasise proactive and predictive approaches to support innovation. This includes strengthening oversight of critical third-party IT service providers, enhancing executive-level governance and embedding robust safeguards to support the responsible deployment and scaling of AI. These measures are designed to preserve operational and digital resilience, stakeholder trust and support the Group's long-term sustainability.

## Responsible Artificial Intelligence (AI) and Future Readiness

Building on the foundation laid in 2024, the Group transitioned from establishing data protection frameworks to embedding them operationally across core processes, project delivery and third-party engagements. Privacy-by-design was applied as a standard control rather than a corrective measure, reflecting a shift from policy intent to execution.

Focus was also placed on enhancing operational controls to improve escalation and response mechanisms while targeted training initiatives served to reinforce behavioural change across teams. Data protection was also increasingly

managed as a business-critical risk discipline, with stronger integration into governance structures beyond traditional compliance oversight.

Looking ahead to 2026, focus will deepen toward business-unit level assurance and the formalisation of AI governance frameworks to support emerging use cases with clear accountability, security safeguards and human oversight. By integrating ethical, legal and risk considerations into the design and deployment of AI, the Group is positioning itself for sustainable digital growth, regulatory resilience and long-term stakeholder trust.

Delivery will continue through the technology roadmap, including:

- Enhanced digital identity verification for remote onboarding
- Extension of onboarding capabilities across Asset Management and Property and Casualty operations
- Continued platform modernisation and cloud-enabled scalability
- Targeted use of AI to improve service quality, decision support and operational efficiency

## Data Governance & Enterprise Intelligence

During the year, the Group continued to strengthen data governance as a critical enabler of digital transformation and enterprise-wide decision-making. Targeted initiatives to enhance data quality and address customer-impacting issues improved the reliability and timeliness of information supporting operations and reporting. These improvements contributed to approximately 28,000 successful customer sign-ups, while reducing call volumes and operational pressure on support teams.

To advance governance maturity, the Group prioritised:

- Defining and cataloguing business-critical data to improve clarity and strengthen ownership and accountability
- Enhancing data stewardship to improve oversight and embed control and integrity within core processes
- Building a data-driven culture through data literacy and awareness programmes. These programmes completed by over 54% of the sales force, deepened understanding of data responsibilities and strengthened data accuracy at source.

Looking ahead to 2026, the Group will continue to enhance its data governance programme by strengthening business-unit accountability, expanding the use of formal data quality metrics and embedding governance-by-design across evolving systems. These efforts support responsible innovation, enable effective oversight of emerging AI capabilities and reinforce data as a trusted enterprise asset underpinning sustainable growth and regulatory resilience.

# OUR Planet





“

Insurance plays a critical role in building resilience in the face of a changing climate. As we continue to strengthen our approach to sustainability, we are looking at how our products and services can help customers better understand, prepare for and recover from climate-related risks.

- Dean Romany, President, Guardian General Insurance Limited

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“

Events like Hurricane Melissa serve as a reminder of the increasing vulnerability of Caribbean communities to extreme weather. For us in Jamaica, these moments reinforce the importance of strengthening resilience, both through the protection we provide to our customers and through the broader role we play in supporting recovery and preparedness.

- Karen Bhoorasingh, President Guardian General Insurance Jamaica Limited and Chief Technical Officer (Property & Casualty Group)

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“

Operational efficiency and environmental responsibility go hand in hand. By expanding our solar energy footprint and generating over 200,000 kWh of clean power, our teams in the Dutch Caribbean are not just reducing operational costs; we are also supporting the long-term resilience of the communities we serve.

- Diego Frankel, President/Chief Executive Officer  
Guardian Group Dutch Caribbean

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## Catastrophe Risk: Underwriting & Reinsurance Resilience

Given the Group's significant Property & Casualty operations, catastrophe risk remains a central sustainability consideration for Guardian Group and the communities we serve. The Caribbean is among the world's most climate-vulnerable

regions, facing increasing hurricane intensity, rising sea levels, urban development along coastlines and widening insurance protection gaps (estimated up to 85% in emerging markets<sup>1</sup>). As a regional insurer, we recognise

that effective catastrophe risk management is essential to maintaining affordability, protecting solvency, bolstering our claims-paying ability and ensuring that our customers can recover swiftly after severe events.

### Property & Casualty: Our Catastrophe Risk Assessment Framework

Our Property & Casualty (P&C) catastrophe risk assessment framework is designed to provide clear, timely and data-driven insight into our

exposures across all territories that we serve. The framework combines ongoing portfolio monitoring, analytics, modelling and risk

governance to ensure a disciplined underwriting approach across the Group.

### Portfolio Monitoring

We continuously track exposure accumulations at various levels across our portfolios (e.g. country/location and product segments). This also

includes monitoring construction types, insured values, occupancy types and concentration zones, guiding our underwriting decisions and

allowing us to identify "hotspot" exposure zones in real time.

### Use of Models and Analytics

With the assistance of our reinsurance brokers, we employ industry-standard catastrophe models using probabilistic simulations of catastrophe events to assess wind, flood, storm surge and earthquake risk. These tools inform our Probable

Maximum Loss (PML) estimates and inform our reinsurance programme structure and broader capital management considerations. Catastrophe modelling outputs are also integrated into our pricing framework to ensure that premiums

reflect the true hazard, vulnerability and exposure characteristics. By quantifying expected loss scenarios, we establish prices that are both technically sound and aligned with long-term portfolio sustainability.

## Stress Testing & Scenario Analysis

Climate change considerations are increasingly embedded in our Property & Casualty catastrophe modelling and stress-testing. In addition to using historical scenarios, we also incorporate forward-looking climate science, including projected

increases in hurricane intensity, rainfall severity and storm-surge behaviour. These factors are reflected in adjusted frequency-severity assumptions and stress scenarios designed to test the resilience of our portfolio under more

extreme future conditions. By integrating climate-informed scenarios into our modelling, we ensure that our loss estimates, capital planning and reinsurance strategies remain robust in a changing climate.

## Underwriting Discipline and Pricing Alignment

Property & Casualty underwriting guidelines are regularly reviewed to reflect emerging trends, market shifts and claims experience. Our approach to underwriting and pricing is grounded in a granular, country-specific assessment. Each territory across our regional footprint is assessed individually to account for its unique profile,

construction practices, regulatory environment and market characteristics. Even within a single country, we evaluate sub-regional variations such as topography and coastal exposure vulnerability to ensure that pricing accurately reflects localised risk. This detailed methodology supports more sustainable premium adequacy, strengthens our

portfolio quality and ensures that underwriting decisions remain aligned with both technical risk and the realities of each market we serve. Additionally, we aim to champion within our markets, standards around property vulnerability, construction quality, deductibles and insured value adequacy to address underinsurance and maintain long-term product sustainability.

## Reinsurance Strategy and Philosophy

Reinsurance is central to our resilience strategy and is one of the most critical tools for protecting policyholders, capital and reducing earnings volatility. Our reinsurance programme is structured to provide robust protection against high-severity losses across all territories in which Guardian Group operates.

Our multi-layered reinsurance programme is reviewed annually, with retentions and limits

aligned to Guardian Group's risk appetite and updated Probable Maximum Loss (PML) position. We use a blend of traditional and innovative reinsurance structures to provide robust coverage across a wide range of loss scenarios.

Two key arrangements support the management of climate-related risks. Proportional reinsurance helps stabilise earnings and improve capital efficiency by sharing premium income and

losses with reinsurance partners, enhancing our capacity to absorb claims volatility. Non-proportional (catastrophe) reinsurance provides protection against larger, infrequent events such as major hurricanes, with losses above defined thresholds transferred to reinsurers to protect the Group's balance sheet. These structures create a diversified risk transfer framework that supports financial resilience in an increasingly volatile climate environment.

## Climate Risk & Resilience

Climate risk continues to be an area of increasing focus for the Group. Climate-related risks do not exist in isolation and can influence other aspects of the Group’s risk profile. For financial institutions such as Guardian Group, physical and transition climate risks may give rise to

impacts across existing risk categories, including credit, market, liquidity and operational risks. As part of our evolving approach to climate risk management, the Group has begun to assess these interdependencies to better understand

how climate-related drivers could affect our risk profile, financial performance and resilience over time. The table below illustrates these potential interactions in the context of key risk categories relevant to the Group.

Mapping climate risks across key financial risk categories

RISK TYPE	PHYSICAL CLIMATE RISKS	TRANSITION CLIMATE RISKS
<b>Credit Risk</b>	Physical climate events, such as flooding or hurricanes, may affect the financial position of policyholders, counterparties or investee companies exposed to climate hazards. Potential impacts include reduced collateral values (e.g. in real estate portfolios), higher insurance claims and payouts and increased financial stress on clients, which could heighten credit risk.	Transition-related developments, including regulatory changes, energy-efficiency standards or carbon pricing, may increase operating or compliance costs for certain clients or sectors. This could weaken their capacity to meet financial obligations, increase lapse or surrender behaviour, or reduce asset and collateral values, resulting in elevated credit risk.
<b>Market Risk</b>	Severe weather events may contribute to market disruption, asset-price volatility or impairment within investment portfolios. For insurance entities, physical climate events may also increase underwriting losses, contributing to volatility in earnings. Over time, these effects could influence reinsurance costs or investor risk perceptions.	Transition drivers, such as technological change, policy shifts or evolving consumer preferences, may lead to repricing of securities or real assets, particularly in carbon-intensive sectors. This could affect investment valuations, returns and product pricing.
<b>Liquidity Risk</b>	Major climate events may result in elevated claims payments or policyholder withdrawals, placing pressure on liquidity resources. Physical impacts on clients’ operations or assets could also affect their ability to maintain premium payments.	Transition-related pressures may affect the viability of certain industries and the performance of related insurance or investment products. Abrupt market repricing or asset impairment could reduce the value or availability of liquid assets, with potential implications for liquidity management.
<b>Operational Risk</b>	Extreme weather events, including hurricanes or flooding, may disrupt operations through damage to offices, data centres or critical infrastructure and could affect service delivery. Physical climate impacts may also disrupt key third-party service providers.	The transition to a lower-carbon economy may give rise to new operational challenges, including adapting product offerings, managing exposure to climate-sensitive sectors and progressively incorporating climate considerations into underwriting, pricing and asset management processes.

## Climate Risk & Resilience (Continued)

In 2025, we also sought to build climate risk capability through targeted Climate Risk Training sessions delivered by ThinkZero, a sustainability consultancy. The training was delivered to senior leaders and key risk personnel across the Group and helped build awareness and understanding

of physical and transition climate risks. Looking ahead, the Group expects to further develop its approach to climate risk assessment, including exploring the use of structured methodologies to identify, assess and where appropriate, quantify

physical and transition climate-related risks. Insights from this work along with strengthened expertise developed through ongoing training are expected to inform future risk management, strategic planning and resilience-building efforts.

### Hurricane Melissa

Hurricane Melissa provided a real-world test of Guardian Group’s commitment to protection, resilience and care for both our people and the communities we serve. The event underscored the importance of being able to respond quickly, compassionately and in a coordinated manner during periods of catastrophic disruption.

### Support for Employees

In the immediate aftermath of Hurricane Melissa, Guardian Group activated a range of employee support measures designed to address urgent needs, provide financial relief and support recovery.

Key support provided to affected employees in Jamaica included:

#### EMPLOYEE RELIEF FUND



**TT\$500K/J\$11.5M**

Hurricane Melissa Employee Relief Fund.  
Approximately 100 employees received targeted financial assistance.

#### DIRECT FINANCIAL GRANTS



200+ employees received financial grants, amounting to a total of  
**~TT\$435K/J\$10M**

#### CARE PACKAGE



**200+** care packages were prepared and delivered to employees impacted by the hurricane.

#### SALARY ADVANCES



**177** employees accessed special salary advances to support short-term financial needs.

#### PSYCHOSOCIAL SUPPORT



Counselling support was made available through the Group’s Employee Assistance Programme (EAP).

## Climate Risk & Resilience (Continued)

### Support for Employees (continued)

These measures reflect Guardian Group's people-first approach and our responsibility to support employees not only as part of the workforce, but as individuals and families navigating recovery.

“

Hurricane Melissa had a devastating impact on my family, as more than seven feet of floodwater entered our apartment, destroying everything we owned and leaving behind mud, silt, sewage and hazardous debris that made clean-up even more difficult. Through Guardian Group's relief initiative, I received care packages and financial assistance that helped us secure basic necessities and begin rebuilding our lives. The support made a meaningful difference in accelerating our recovery and easing the immediate burden. I felt truly cared for and supported and the experience reaffirmed that I work for a company that genuinely looks after its people when it matters most. **- Jhanelle Wilson-Saulas, Customer Service Representative**

”

“

Hurricane Melissa was the most devastating experience my family and I have ever faced. After surviving the storm itself, we were forced to evacuate when severe flooding overtook our 30-year community, destroying our home, all our belongings, our vehicle and our family business. We were displaced for three months and were left trying to rebuild every aspect of our lives while coping with the emotional and financial strain. Guardian Group's support spanned from people outreach and care packages to salary advances, monetary grants and counselling services. This support provided both moral encouragement and critical financial relief. The assistance allowed us to purchase essential supplies immediately and begin the long process of recovery and it was heartwarming to experience the same care the company extends to clients being shown to its own employees when we needed it most. **- Paula Roach, Agent**

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“

Hurricane Melissa was a very difficult experience for my family and me. Our home sustained noticeable damage, leaving us uncertain about how we would manage urgent repairs and cope with the emotional stress that followed. Guardian Group provided a care package and financial assistance that allowed us to begin repairs immediately and replace essential household items. The support brought a profound sense of relief and reminded me that I am part of an organisation that truly cares about its people, both professionally and personally. Without it, recovery would have been much slower and more stressful, but instead, Guardian Group's support gave my family hope, reassurance and the confidence to rebuild during one of our most challenging moments. **- O'raine Graham, Courier**

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## Community and Wider Group Support

Beyond employee-focused assistance, Guardian Group also contributed to broader Hurricane Melissa community recovery efforts as part of a coordinated Group response. Through its Charitable Foundations, the Group contributed approximately J\$50 million to the NCB Foundation, to be distributed through established partner organisations in support of

affected communities. This contribution formed part of a wider NCB Financial Group response exceeding J\$500 million, aimed at supporting recovery, rebuilding and social assistance across impacted areas.

In addition, approximately J\$2.3 million was raised through the SHINE 5K Walk & Run and

allocated to support a children's home directly impacted by the hurricane. This initiative reflects the Group's commitment to targeted, community-level intervention alongside broader financial contributions, ensuring that vulnerable groups receive timely and practical support during recovery.

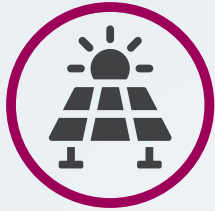
## Advancing Energy Resilience: Fatum's Aruba and Curaçao Operations



Dutch Caribbean Installations

## Advancing Energy Resilience: Fatum's Aruba and Curaçao Operations (continued)

Solar panels installed at our Dutch Caribbean Offices have already started to reap benefits:



**219,138** kWh  
SOLAR POWER GENERATED



REDUCED ENVIRONMENTAL FOOTPRINT:  
ESTIMATED  
**140 TONNES**  
OF CO<sub>2</sub> AVOIDED



COST SAVINGS OF MORE THAN  
**TT\$500K**  
PER YEAR

Across our operating footprint, the year's focus centred on two connected priorities: strengthening energy resilience in the grid-dependent markets of Aruba and Curaçao and continuing to embed everyday stewardship through operational practices and employee engagement across the Group.

Energy resilience and efficiency were advanced through renewable energy pilots within FATUM in Curaçao and Aruba. In 2025, on-site solar installations across Curaçao and Aruba generated a combined 219,138 kWh of renewable electricity, with 110,188 kWh produced in Curaçao and 108,950 kWh in Aruba. Based on estimated local grid emission factors, our on-site solar generation avoided approximately 140 tonnes (estimated) of CO<sub>2</sub> emissions during the year. The installations contributed to reduced reliance

on grid electricity and provided practical insight into performance and operational requirements that inform future decisions on scaling as the Group moves towards strengthening its focus on de-carbonisation efforts.

Financial returns strengthened during the year, with Curaçao reaching approximately 94% recovery of the initial solar-panel investment and Aruba approximately 64.6% by year-end. Collectively, the installations delivered an estimated TT\$500,000 in cost savings, demonstrating that targeted renewable energy investments can support both operational resilience and long-term cost efficiency. Following detailed technical and financial analysis, the Group initiated Phase II of its on-site solar programme in Curaçao, expanding renewable energy capacity as part of its continued focus

on energy resilience. Operational readiness is anticipated by mid-2026.

Facilities planning in Curaçao also progressed during the year to support longer-term improvements in building performance. A preliminary sustainability assessment of the office was completed, informing the identification of priority areas that will guide target-setting and follow-up actions in 2026. Planning also advanced for a comprehensive façade renovation, including the replacement of high-maintenance concrete elements and single-glass components with an energy-efficient insulated double-glazing system. Once completed, the upgrade is expected to reduce indoor heat gain and support lower energy demand, with completion anticipated in 2027.

## Embedding Environmental Stewardship Across the Group



Alongside infrastructure and energy initiatives, the Group continued to embed environmental awareness through practical, employee-focused actions. These efforts were supported by the ESG working group, a volunteer-led team whose personal and professional values align with the Group’s sustainability agenda. The working group played a key role in advancing staff sustainability initiatives and strengthening a culture of environmental responsibility as the Group continues to “Make ESG Who We Are.”



It gives me great satisfaction to be part of the ESG family, knowing that we are actively fostering awareness among staff and encouraging ways of thinking and working that positively impact our environment and how we steward the resources available to us.

**-Malkhan Boodhoo, Team Leader,  
Support Services**



Global Recycling Day

### Global Recycling Day

Global Recycling Day was marked through a staff engagement campaign including a Quiz and Win initiative and an interactive Lunch & Learn session. The commemoration was designed to reinforce everyday waste reduction behaviours and promote more sustainable workplace practices. The initiative combined educational content with interactive learning opportunities, culminating in both in-person and virtual sessions focused on topics such as energy efficiency and composting. As part of this effort, more than 1,000 reusable water bottles were distributed to employees, supporting a simple but meaningful step to reduce the use of single-use plastics in the workplace.



Receiving the reusable water bottle was a great reminder of how individual small actions contribute to a more sustainable future. I appreciated the use of stainless-steel bottles which is both more durable and a safer alternative to reusable plastic!

**- Isaiah Phillip,  
Merchant Banking Unit Associate**



## World Environment Day

On World Environment Day, Guardian Group introduced the Eco-Deck as a rooftop green space designed to support employee wellbeing while reinforcing sustainable workplace practices. The space at the Westmoorings, Trinidad Head

Office, incorporated living plants as well as seating constructed from upcycled plastics, reflecting the Group's focus on integrating environmental considerations into the workplace environment. Beyond its physical features, the

Eco-Deck serves as a visible reminder of the role individuals play in advancing environmental responsibility and contributes to the continued cultivation of a sustainability-minded culture across the organisation.

“

Looking out at the Eco-Deck has a way of lifting my spirits on challenging days. A short walk outside, some fresh air and the scenery add that little drop of happiness to my day.

- Dominique Perez, Culture and Engagement Manager

”

Another meaningful expression of Guardian Group's commitment to its people was the launch of the Eco Deck on World Environment Day. This thoughtfully created green space supports employees' holistic well-being while fostering a deeper connection to the environment. Outfitted with furniture made from recycled plastics, the space came alive as employees embraced their adopted plants and engaged in hands-on learning, strengthening a shared sense of care, responsibility and environmental stewardship.

Launch of Eco Deck



## International Coastal Clean-Up

This year we participated in the International Coastal Clean-Up Initiative (ICC) through coordinated activities across Trinidad and Tobago, Aruba and Curaçao. As part of the event, we mobilised more than 100 volunteers. Participation extended beyond the workplace to include employees' families, children and friends, helping to cultivate environmental awareness across generations while reinforcing a collective responsibility for environmental stewardship.

The volunteers removed more than 1,000 lbs of debris from the region's coastlines. The effort helped protect coastal habitats and reduce the environmental risks associated with marine pollution. Through its partnership with the ICC, the Group contributed to global data collection by cataloguing the types and volumes of debris recovered. These insights support research that informs pollution prevention strategies.

“

Our beaches give us so much, including places to relax, beautiful scenery and treasured family memories. Taking part in coastal clean-ups is our way of giving back and involving our children helps build a lasting tradition of caring for nature so future generations can enjoy these spaces too.

- **Jorion Moore** - Sales Representative

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More than a beach clean-up, this activity was a chance for team Guardian to connect and make a meaningful impact, with colleagues and their children, to protect the environment and inspire the next generation.

International Coastal Clean-Up



## Greening of Corporate Events

Measured waste diversion outcomes were also achieved across major Group events. At the Group's Lime Easy Cooler Fete 2025, a structured waste management approach resulted in 170 lbs of food and compostable waste diverted for composting and 88.2 lbs of recyclables diverted from landfills. The initiative reported 95% to 97% uncontaminated waste at targeted collection points and an estimated 3,500+ single-use utensils avoided through compostable and reusable alternatives.

The Group also introduced waste reduction measures at its SHINE 5K & 10K Charity Walk and Run to help reduce the event's environmental footprint, recognising the resource demands associated with large-scale races of this nature. In partnership with Glastic Designs, plastics were collected for upcycling into beautifully crafted products, supporting innovative circular resource use and diverting waste from landfill. A bottle-less hydration station, delivered in collaboration with Hydra-Station, was added for the first time along the 10K route, helping to reduce reliance on single-use plastics.

In total, 166.2 lbs of plastics were collected and sorted, including 133.6 lbs of water bottles and 32.6 lbs of mixed beverage containers.

“

Working alongside Guardian Group to green their events allowed us to further demonstrate how partnerships like these can turn waste into opportunity. By transforming plastics generated at these events into useful products, we're helping support the Group's sustainability journey.

- Alicia Barrie, Chief Executive Officer, Glastics Designs Interior Limited

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“

Supporting Guardian Group in greening their 2025 Lime Easy fete has been a great example of how partnership and creativity can support better waste management at events. From compostable materials to thoughtful waste practices, the event demonstrated how celebrations can be both enjoyable and environmentally responsible.

- Sayeed Ali, Chief Operating Officer, Close The Loop Caribbean Ltd

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While SHINE continues to focus on charitable fundraising and community engagement, these interventions provided a practical opportunity to implement and measure waste diversion at scale.

Similar measures were applied at the annual Children's Christmas Party, resulting in the diversion of an additional 22 lbs of plastics. These efforts demonstrate how environmental considerations can be integrated into large-scale events in a structured and measurable way.



Lime Easy Cooler Fete 2025

## Greening of Corporate Events (continued)

### Consolidated Waste Data (2025, lbs)

These figures represent waste collected and diverted during selected 2025 activities and do not represent total Group waste generation for the reporting period.



In areas where no material new initiatives were introduced in 2025, existing measures continued to operate and support operational efficiency. These include recycling programmes,

water-efficient fixtures, motion-sensor and energy-saving lighting and the continued use of rainwater and wastewater reuse systems across select locations. Verified results are disclosed

where available while the strengthening of data consistency and internal controls remains a priority to enhance environmental reporting over time.

# OUR People





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Operational resilience is the cornerstone of sustainability; by optimising our processes and reducing resource intensity, we ensure Guardian Group remains a stable force for our clients in a changing environment.

- Greer Quan, Group Chief Operating Officer & President, Guardian Shared Services Limited

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For us, sustainability is measured by the difference we make in the communities we serve. Our role is to ensure that the work we do whether through our programmes, partnerships or everyday interactions, translates into meaningful and lasting impact.

- Ayesha Boucaud-Claxton, Group Head, Marketing and Communication

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Our people are at the heart of our sustainability journey. By creating an environment where employees feel supported, included and able to grow, we are building the kind of organisation that can serve our communities well today and into the future.

- Rachael Sudan, Group Vice President, People, Culture and Capability

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The products we design should reflect the realities our customers face as well as offer protection for emerging risks. Sustainability challenges us to think differently about how our products can better support our customers, helping them prepare for change while encouraging choices today that support a more resilient tomorrow.

- Shera Mungroo, Chief Product Officer

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## People, Culture & Capability: A Driver of Sustainable Value

Sustainable performance at Guardian Group is underpinned by the capability and resilience of our people. Effective people and capability

management supports strategic execution by cultivating the foundations of a high-performing workforce. This includes strengthening future-

critical skills, embedding performance practices that drive accountability and results and fostering a culture of shared ownership across the Group.

### Our People Strategy: Building a Future-Ready Workforce

Guardian Group's People Strategy is designed to ensure the organisation has the talent, culture and capabilities required to execute its strategy in an evolving business and risk environment.

The strategy is anchored in five interconnected pillars, all underpinned by robust People Systems and Analytics:



In 2025, the Group strengthened the foundations of its workforce by enhancing visibility across territories, standardising core people-centric

policies and advancing its Human Resource Information System (HRIS) optimisation agenda. These investments improve consistency,

transparency and decision-making, enabling leadership to better anticipate workforce needs and manage human capital risks proactively.



## Pillar 1: Capability Building: Future-Proofing the Organisation

Building workforce capability remains central to the Group's ability to adapt and perform in a rapidly evolving environment. In 2025, continued investment in learning and development strengthened skills, leadership capacity and organisational resilience.

During the year 944 employees participated in Coursera programmes, completing over 700 courses and supporting the expansion of digital learning across the Group.

The Coursera learning platform was introduced in March 2025 as a strategic, enterprise-wide investment to expand access to future-

focused learning. The introduction of Coursera fundamentally changed how learning is accessed and embedded across the Group, providing employees with consistent, high-quality access to globally recognised content aligned to Guardian Group's transformation priorities.

Learning initiatives were aligned to role expectations, performance management and succession planning, strengthening execution and leadership pipelines. The Group also enhanced its leadership and succession framework through the identification of critical roles and targeted development of incumbents and successors.

This integrated approach supports improved decision-making capability, reduces key-person risk and strengthens organisational resilience. In 2025, the Group's approach was externally recognised with the Human Resource Management Association of Trinidad and Tobago (HRMATT) Lisa James Award for Learning and Development. This independent recognition reflects the strength of the Group's learning ecosystem, acknowledging both the strategic design of learning programmes and their effective delivery across the organisation.



Rachael Sudan, Group Vice President - People, Culture and Capability, Guardian Group (second from left), joined the Learning and Development team in celebrating a truly proud moment—their receipt of the HRMATT Lisa James Award for Learning and Development. This milestone not only honours their dedication, but also highlights a deep, shared passion for nurturing people and championing a culture of continuous growth.



## Pillar 1: Capability Building: Future-Proofing the Organisation (continued)

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Having access to the Coursera platform has been a tremendous asset to my professional growth. It has given me the flexibility to learn at my own pace, with a wide range of insightful courses available at my fingertips. The courses I've completed thus far have equipped me with practical tools and knowledge that directly support the ever-evolving needs of our Group Marketing and Communication Department. I'm grateful for the opportunity, which allows me to continuously build my knowledge and strengthen my skills.

- **Melissa Browne, Group Marketing & Communication Officer**

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Learning Today, Leading Tomorrow

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Coursera makes it easy to prioritise learning alongside a busy work schedule. The flexibility to study from my phone or tablet means I could fit learning into small pockets of time throughout the day. Initiatives like this show the Group's commitment to investing in its people and fostering a culture of continuous learning. Being also recognised as one of the Group's Learning Champions was both motivating and rewarding to me.

- **Krystalle Tam Wing, Manager, Group Finance**

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“

The Coursera initiative was a meaningful experience that expanded my knowledge, refreshed prior skills and strengthened my confidence, discipline and openness to new ideas. It provided a supportive environment that encouraged my personal growth while developing professional abilities like communication, teamwork, and problem-solving. Overall, it reinforced the importance of continuous learning and prepared me to boldly approach future opportunities.

- **Gabrielle Smith, Accounting Associate**

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Making time for learning and development required dedication alongside my regular responsibilities, but the knowledge gained proved to be the greatest reward. It served as a reminder that investing in my own growth ultimately strengthens my ability to contribute, innovate and perform.

- **Odina Lacle, Junior Reinsurance Analyst**

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## Pillar 1: Capability Building: Future-Proofing the Organisation (continued)

Measurable capability development was achieved across four priority domains:



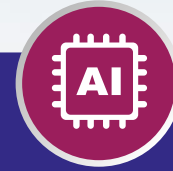
### **Leadership Capabilities:**

including business acumen, communication, project management and customer-focused skills, strengthening leadership effectiveness and readiness across levels.



### **Digital Capabilities:**

spanning information technology, digital tools and professional productivity, supporting digital transformation and operational efficiency.



### **Artificial Intelligence (AI) and Data Capabilities:**

including data analysis, data science and analytical reasoning, enabling more informed decision-making and improved risk and performance insight.



### **Risk-related Capabilities:**

encompassing engineering, scientific and systems-based thinking, reinforcing risk awareness and resilience in a regulated financial services environment.



## Pillar 2: Engagement & Culture: Building A Culture of Trust, Belonging and Purpose

Guardian Group recognises that organisational culture plays an important role in building trust and a sense of belonging and purpose. In 2025, the Group took a deliberate decision to pause the annual employee engagement survey in order to deepen its focus on insights already gathered in prior survey cycles. This decision reflected a belief that sustainable engagement is strengthened not by the frequency of measurement alone, but

by the quality of response and action that follows employee feedback.

A Group-wide engagement and culture initiative planned for launch in 2026. RESET is designed to strengthen mutual accountability between employees and leaders, clarify expectations and reinforce a shared understanding of what it means to perform, collaborate and grow at Guardian Group.

Complementing these efforts, the Group is progressing the establishment of a People Council as part of its focus on strengthening employee voice and governance. The Council will serve as a formal channel for employee perspectives and is expected to support more structured consideration of employee insights within leadership discussions and organisational decision-making.



### Pillar 3: Performance Excellence: Aligning Effort to Enterprise Outcomes

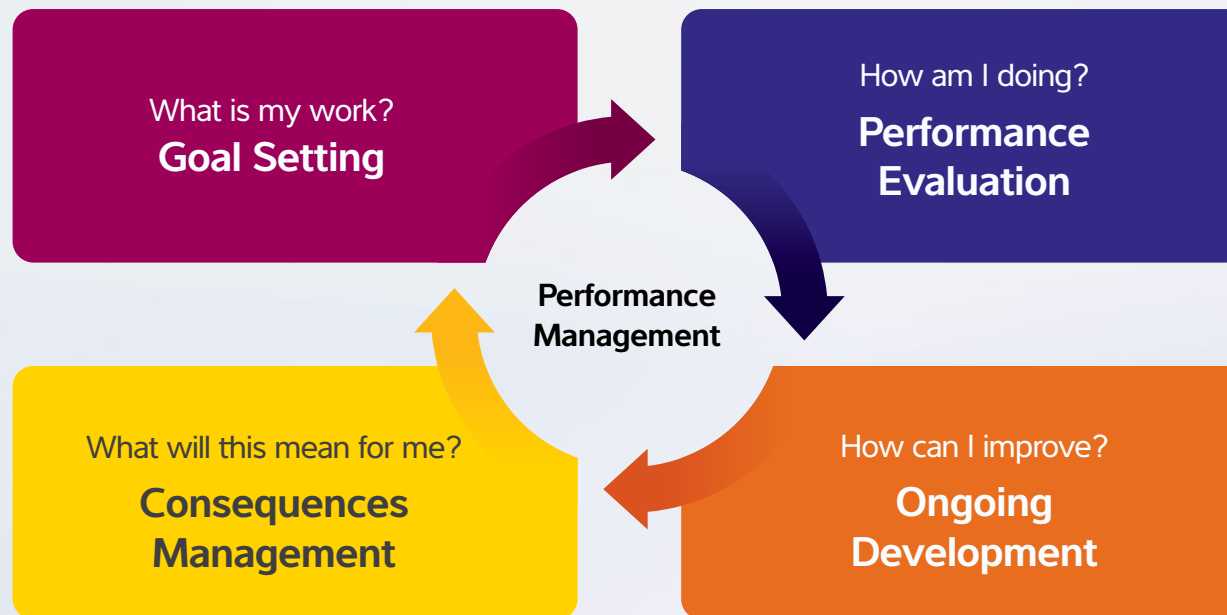
A disciplined and consistently applied performance management framework is central to translating strategy into results. At Guardian Group, performance management is treated as a continuous organisational capability that aligns individual contribution to enterprise priorities, reinforces accountability and supports sustained performance across the Group.

The Group’s performance management philosophy emphasises clarity of expectations, the quality of performance conversations and meaningful evaluation of both outcomes and behaviours.

In 2025, the Group continued to strengthen its Performance Management Framework to support alignment between individual objectives and enterprise priorities.

Annual refresher initiatives were delivered to reinforce standards, strengthen manager capability and promote consistent application across the Group. These were supported through a blended approach combining digital learning and system-based tools to enhance confidence in goal setting, performance conversations and evaluation practices.

These initiatives are intended to strengthen manager capability to facilitate regular coaching conversations, support earlier identification of performance issues and improve alignment between individual performance and business outcomes. Consistent use of the performance management system also supports enhanced transparency, data integrity and governance across the performance cycle.





## Pillar 4: Inclusion and Equity: Expanding Access to Talent

Guardian Group believes that diverse and inclusive organisations are better positioned to innovate, manage risk and make balanced decisions. Diversity, Equity and Inclusion (DEI) is therefore treated as a strategic enabler of sustainable performance rather than a standalone initiative.

Our DEI approach is embedded across the employee lifecycle, from recruitment and performance management to development and succession planning, ensuring that inclusive practices are systematically applied and reinforced through governance, processes and leadership behaviours.

A key milestone in 2025 was the establishment of a DEI Policy, which provides a formal governance framework for advancing inclusive practices across the Group. The policy articulates Guardian Group’s commitments, expectations and accountabilities in relation to fair treatment, equal opportunity and non-discrimination and strengthens alignment between DEI objectives and broader organisational strategy.

Gender representation remains an important area of focus for the Group. Guardian Group takes pride in the strong representation of women

EMPLOYEE GROUP	MALE %	FEMALE %
Executives	33%	67%
Managers & Senior Managers	37%	63%
All Other Employees	25%	75%
<b>TOTAL</b>	<b>27%</b>	<b>73%</b>

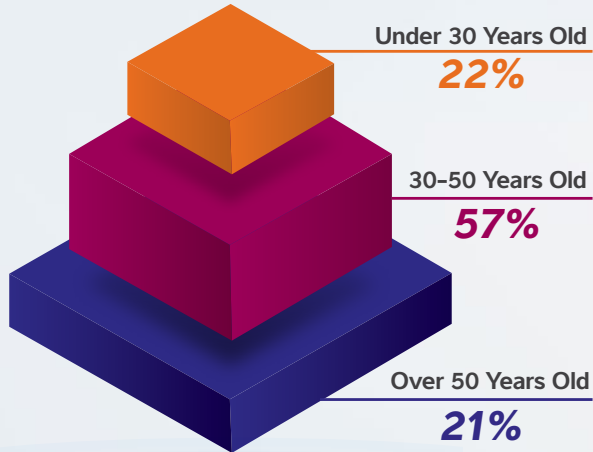


across the organisation, including in leadership roles, while continuing to monitor gender balance to ensure that talent decisions remain merit-based, fair and inclusive. As at year-end 2025, women represented 73% of the total workforce. This included 67% of leadership and executive roles, 63% of management positions and 75% of all other employees.

Gender representation continues to be actively monitored, alongside broader dimensions of diversity such as age, experience and background, to ensure that leadership pipelines and talent pools remain robust and sustainable over time.



## Pillar 4: Inclusion and Equity: Expanding Access to Talent (continued)



The Group's employee population also reflects a balanced mix of experience, with approximately 57% of employees aged between 30 and 50, supported by both early-career and experienced professionals.

To support merit-based decision-making, the Group utilises structured assessments incorporating cognitive, behavioural and technical evaluations across recruitment and talent management processes. In 2025, these assessments were reinforced as mandatory for new hires in Trinidad and Tobago, with plans to expand across the Group. This approach strengthens the quality and consistency of talent decisions, reduces the risk of unconscious bias

and supports fair and transparent hiring practices across territories.

Alongside these measures, pay-equity governance remains an area of focus, supported by structured job evaluation methodologies and market benchmarking to promote fairness, transparency and consistency in remuneration and career progression.

By embedding DEI into governance, recruitment and leadership practices, the Group continues to expand access to opportunity, strengthen decision-making capability and build a workforce that reflects the communities it serves.



## Pillar 5: Employee Wellbeing: Protecting Our People

Employee wellbeing is fundamental to productivity, resilience and long-term workforce sustainability. As a Group with life and health insurance as a major line of business, Guardian Group recognises that protecting lives begins with supporting the wellbeing of its own people.

The Group's wellbeing framework is multidimensional, encompassing physical, mental, emotional, social and financial wellbeing, while allowing flexibility to reflect local contexts and workforce needs.

In 2025, wellbeing considerations continued to inform employee engagement initiatives across the Group, guided by principles of inclusion, connection and psychological safety. Key initiatives included Employee Appreciation Day, incorporating a dedicated Wellbeing



## Pillar 5: Employee Wellbeing: Protecting Our People (continued)

Day, Wellness Month and observances such as International Men's Day and International Women's Day where employee wellness was spotlighted.

Guardian Group also strengthened access to professional support mechanisms, including the Employee Assistance Programme (EAP), alongside peer-led and team-based initiatives. These efforts contribute to a supportive

environment where employees are encouraged to prioritise wellbeing as part of sustainable performance.

Health, Safety and Security remain integral to the Group's operational risk management framework. In 2025, continued investment in training, emergency preparedness and workplace risk assessments supported safe and resilient working environments.

The Group's response to Hurricane Melissa demonstrated its commitment to employee care and organisational resilience, including psychosocial support and practical assistance for affected employees.

Collectively, these initiatives reflect Guardian Group's commitment to embedding wellbeing into how work is designed, supported and led, strengthening workforce resilience and supporting sustained performance.



Each year, during the employee-led wellness months of September and October, employees participate in a range of activations focused on holistic health and well-being. These initiatives are supported by

several partner providers who deliver services spanning vision, dental and medical care, as well as preventative screenings, ensuring employees have access to comprehensive, proactive health support.

## People Systems & Analytics: Enabling Scalable, Informed Decisions

A future-ready workforce requires more than talent alone. It depends on reliable systems, disciplined processes and high-quality data to support informed decision-making and effective governance. In 2025, Guardian Group continued advancing its people systems and analytics

agenda as a critical enabler of organisational resilience, operational efficiency and regulatory compliance.

Building on the multi-year HRIS Optimisation Initiative, the Group progressed the rollout and

enhancement of key people modules to improve workforce visibility, standardisation and employee experience across territories. These investments strengthen the integrity and accessibility of workforce data, enabling leadership to make timely, evidence-based decisions aligned with business strategy.

Two key initiatives in 2025 further reinforced this agenda:

### Digitisation of Employee Records

The digitisation of employee files marked a significant step in modernising workforce operations and strengthening compliance. Transitioning from paper-based and fragmented records to secure digital files improved data

accuracy, accessibility and retention. This shift has delivered measurable efficiency gains while enhancing adherence to regulatory and internal governance standards, including Know Your

Employee (KYE) requirements. Digitised records improve audit readiness and support more effective workforce risk management across business units.

### Project Flow: Strengthening Process Discipline and Service Delivery

Project Flow was launched to review workforce processes end-to-end with a focus on efficiency,

consistency and service excellence. Through systematic workflow assessment, opportunities

were identified to streamline processes, eliminate duplication and clarify accountability.

As part of this initiative:

- **Workforce Process Discipline:** 60+ workforce standard operating procedures (SOPs) were reviewed and enhanced to improve clarity, consistency and governance.
- **Service Delivery:** 45 service level agreements (SLAs) were established across core people services to strengthen responsiveness, define expectations and reinforce accountability.

These two key initiatives represent a deliberate shift toward a more integrated, digitised and disciplined workforce operating model. By strengthening data integrity, process governance and service standards the Group is better positioned to manage compliance risk and deliver a consistent employee experience across jurisdictions.

This continued investment in people systems, technology and process optimisation supports the Group's broader sustainability objectives by ensuring that human capital management remains robust and capable of enabling long-term growth in an increasingly complex operating environment.

## How our Products Advance Social and Environmental Outcomes

Across our territories, Guardian Group offers a wide range of products across Life, Health & Pension, Property & Casualty and Asset Management segments, designed to meet diverse customer needs and income levels.

In 2025, we introduced and expanded several niche products designed to deliver enhanced social and environmental value:

**QueenGuard** – A motor insurance policy tailored for female drivers in Trinidad and Tobago

**Electric Vehicle Insurance** – Coverage for electric vehicles in Trinidad and Tobago, Barbados and Jamaica

**Creatives & Entertainers Plan** – Group health coverage tailored to Jamaica’s creative sector

**CyberGuard Essentials** – Cyber risk protection for small and medium-sized enterprises

**ClimateGuard** – A parametric micro-insurance solution supporting climate resilience

To illustrate how product innovation supports our ESG objectives, three offerings are highlighted below.



## How our Products Advance Social and Environmental Outcomes (continued)

### ClimateGuard

Following Hurricane Melissa, we accelerated the launch of our micro-insurance policy – ClimateGuard, which is a parametric micro-insurance policy designed to increase climate resilience among low-income households and small business owners exposed to extreme

weather events. Powered by the Livelihood Protection Policy (LPP) model developed by the Caribbean Catastrophe Risk Insurance Facility (CCRIF), the product provides rapid payouts based on predefined windspeed and rainfall triggers, enabling faster liquidity and

recovery compared to traditional indemnity-based insurance. By expanding access through partnerships with credit unions and community associations, ClimateGuard strengthens inclusive climate adaptation, financial protection and post-disaster resilience across vulnerable communities.

### Electric Vehicle Insurance

Our Electric Vehicle Insurance offering provides specialised coverage for electric vehicle owners in Trinidad and Tobago, Barbados and Jamaica, with further regional expansion planned. By

supporting the adoption of lower-emission transport options and ensuring appropriate risk protection for sustainable technologies, this product contributes to the region's transition

toward cleaner mobility while aligning insurance solutions with evolving environmental priorities.

### Creatives & Entertainers Plan

The Creatives & Entertainers Plan extends tailored group health coverage to Jamaica's economically significant yet historically underserved creative

sector. By designing coverage that reflects the unique working patterns and income structures within the creative economy, the product

enhances access to healthcare protection, strengthens income stability and supports the resilience of small and micro-enterprises.

Beyond these targeted innovations, Guardian Group continues to recognise its broader role in strengthening financial resilience across the region. Our property, motor and marine insurance products provide essential protection against windstorm and flood-related risks, which were brought into sharp focus during Hurricane Melissa. Weather-related events remain unpredictable and increasingly severe, reinforcing the importance of accessible and responsive protection solutions.

Promoting health and wellbeing also remains a priority across our markets. We continue to explore ways to encourage earlier uptake of preventative care and to tailor health offerings to evolving demographic needs. In our Dutch Caribbean markets, investments are being made to better serve niche healthcare segments.

Through a combination of customer insight, responsible product design and innovation, Guardian Group seeks to deliver protection solutions that not only safeguard individual customers but also contribute to broader social stability, climate resilience and long-term economic sustainability across the region.

## Our Products & Customers

### Focusing on Customer Needs

A positive and responsible customer experience is central to Guardian Group's long-term success. During the year, we enhanced our understanding of customer needs across Life, Health & Pensions, Property & Casualty and Asset Management through data-driven segmentation and behavioural analysis. Using customer data, research insights and advanced analytics, we developed customer personas to better understand needs by life stage, engagement patterns, risk characteristics and product usage.

These insights informed targeted actions, including identifying opportunities to ensure customers hold coverage aligned to their risk profiles, re-engaging dormant investors, reviewing pricing

considerations for higher-risk driver segments and prioritising engagement with multi-product customers. This more deliberate, insight-led approach strengthens customer relevance, improves financial protection outcomes and supports sustainable business growth.

Ensuring that clients are appropriately protected against financial loss and have access to tailored financial planning solutions also advances broader ESG objectives. By promoting financial resilience and long-term security, we help reduce vulnerability to unexpected events, foster economic stability and encourage responsible investment practices. In doing so, we contribute to social sustainability by strengthening household

resilience and reducing systemic risk within our markets.

Our most advanced customer analytics capabilities are currently embedded within our Asset Management business where we provide sales and advisory teams with deeper insight to support more personalised and needs-based engagement. In 2025, this approach resulted in the successful re-engagement of 12% of a targeted cohort of previously dormant investors, reconnecting them with their financial goals and reinforcing our commitment to proactive stewardship. We expect to see continued benefits in 2026 through improved customer satisfaction and portfolio growth.

## Our Communities - Social Impact

### Guardian Group Charitable Foundations: Strengthening Impact and Alignment

As part of its broader ESG journey, the Group undertook a strategic repositioning of its community investment and social impact initiatives to strengthen alignment, governance and long-

term impact via its Charitable Foundations. This evolution allows for a more intentional approach to corporate social responsibility, moving beyond philanthropy towards a focus on measurable, more

sustainable social impact. The new Charitable Foundation operating model aligns community investment with the Group's purpose, regional priorities and sustainability objectives.

### Our Charitable Foundation Purpose **MAKING AN IMPACT**

To be a trusted partner for impact across the caribbean mobilising resources, strengthening communities, building resilience and protecting what matters most.



#### **Innovation**

Funding innovative initiatives that create lasting social value



#### **Mobilisation**

Activating people, partnerships and resources for good



#### **Partnership**

Collaborating with communities, NGOs, and regional allies



#### **Access**

Opening doors to opportunity, services and support



#### **Community**

Building local resilience and shared prosperity



#### **Trust**

Upholding transparency and accountability

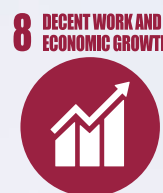
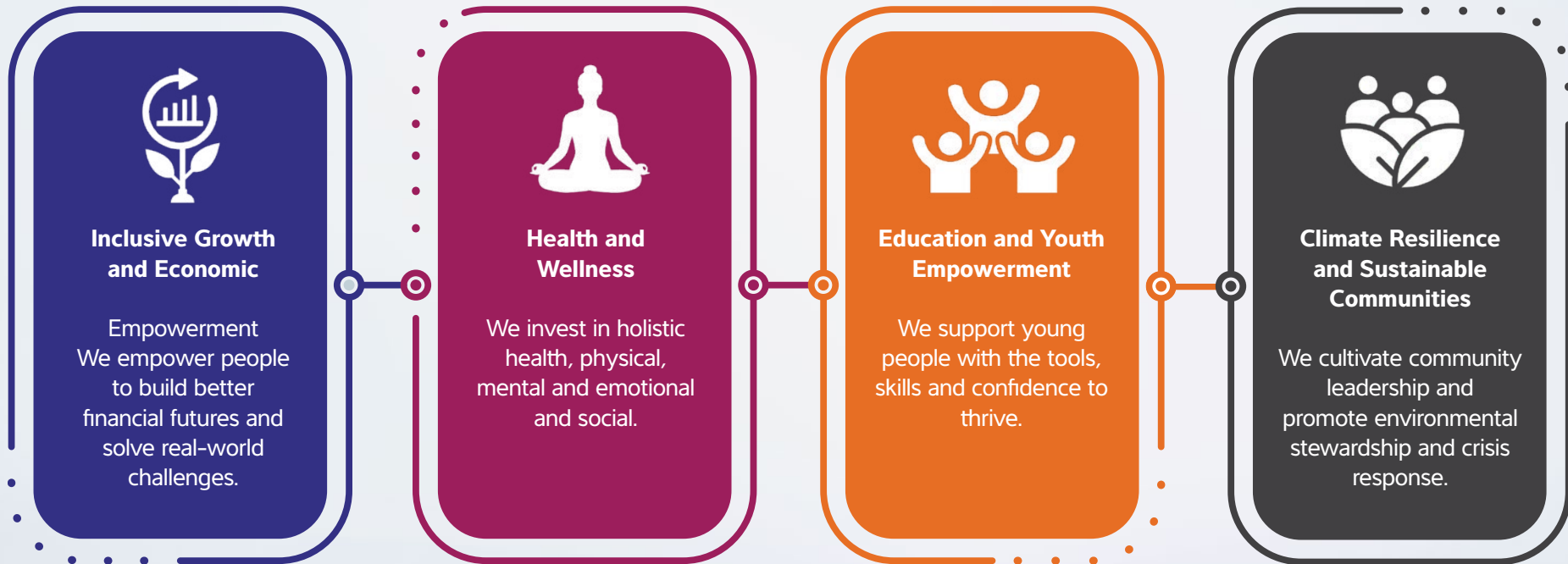
## Our Social Impact Pillars: Anchored in Regional Needs and Global Goals

Central to this repositioning is a clear articulation of purpose, a focused set of Impact Pillars and strengthened governance and funding

structure. The pillars provide a clear framework for prioritisation, enabling our approach to concentrate resources where they can deliver

the greatest social value. They also directly align with nine of the United Nations Sustainable Development Goals (SDGs).

### OUR SOCIAL IMPACT PILLARS





# Corporate Social Responsibility

## Health & Wellness

### Community Moving Together: SHINE 5K and 10K Charity Walk and Run

SHINE has long outgrown the idea of simply being a race. It has become a shared act of generosity that brings together families, corporate teams and individuals around a common purpose. In 2025, that purpose translated into over TT\$780,000 raised, supporting more than 30 children's organisations across Trinidad and Tobago.

At the cheque distribution ceremony in mid-December, the focus was not on totals alone, but on what those funds would enable: counselling services, educational programmes, safe spaces and care for children in vulnerable circumstances.

A portion of the proceeds also supported children in Jamaica as communities continued recovery

efforts following Hurricane Melissa, reinforcing the idea that regional solidarity is part of Guardian Group's responsibility.

Since 2015, SHINE had raised over TT\$4 million, supported more than 200 charities and impacted over 20,000 children. More importantly, it has become a reminder that sustained impact is possible when people come together, in support of this cause, year after year.



## Health & Wellness (continued)

### My Guardian Group Walk & Run

Our Corporate Social Responsibility efforts in 2025 were once again focused on the annual Walk & Run events, which are still a key part of how we connect with the community. The My Guardian Group Walk & Run is still Guardian Group DC's biggest event of the year. These events brought together more than 10,000 individuals across Curaçao, Aruba, Bonaire and Sint Maarten around a common goal: improving and maintaining a healthy lifestyle.

A special milestone was reached in Curaçao, where the Festive Walk & Run celebrated its 40th anniversary. For four decades, this event has been a symbol of our long-term commitment to empowering communities to actively work on their health and well-being together with us.

### Expanded Health Focus

The 2025 Curaçao Walk & Run featured an expanded Health Market, offering participants the opportunity to:

- Check their vital health indicators
- Receive basic health screenings
- Ask medical professionals health-related questions
- Obtain advice on prevention and healthy living
- Organised a kids run to encourage a healthy living from an early age

This added dimension strengthened the impact of the event by combining physical activity with health awareness and early prevention.



## Health & Wellness (continued)



Kids run 2025 participants, Curaçao

2km and 4km 1st, 2nd and 3rd runner up Kids Run 2025 Bonaire together with GGF employees



Guardian Group Fatum employees together with the winners of the My Guardian Group Walk & Run 2025 in Bonaire



My Guardian Group Walk & Run Curaçao 2025 participants

## Health & Wellness (continued)

### Shine 5K Night Run/Walk

The Guardian Group SHINE 5K Night Run/Walk made a triumphant return in 2025, featuring a two-race format staged in Kingston and Montego Bay. The Kingston event was held on 10 May at Emancipation Park, followed by Montego Bay on 24 May at Harmony Beach Park.

The events attracted over 7,600 participants—approximately 4,095 in Kingston and 3,660 in Montego Bay—including runners, walkers, corporate teams and sponsors. Collectively, their participation helped to raise more than J\$25 million in awareness and funding for three key beneficiaries, Bustamante Hospital for Children, Noel Holmes Hospital and Project STAR.

Formerly known as the Keep It Alive 5K Night Run/Walk, the event was successfully staged from 2014 to 2019, raising over J\$102 million and engaging nearly 44,000 participants.

Relaunched with a renewed vision and rebranded as the Guardian Group SHINE 5K Night Run/Walk, the initiative continues to deliver lasting impact through strong community engagement, national visibility and sustained support for critical health and social development services.

The 2025 staging also benefitted from strong partner and sponsor support. Main sponsors Guardian General Insurance Jamaica Limited and Airport Authority of Jamaica Limited contributed J\$2.5 million in sponsorship funding. Overall, the event secured over J\$5.2 million in cash sponsorship and approximately J\$16 million in in-kind support.

Funds raised were ceremonially handed over to the beneficiaries in December 2025. Bustamante Hospital for Children and Noel Holmes Hospital received a combined total of J\$22.5 million, supporting the purchase of critical medical equipment and supplies and strengthening Jamaica's healthcare system at a time when resilience and readiness are more important than ever.

The third beneficiary, Project STAR, received J\$2.5 million as part of a four-year commitment to advance community-based social and economic transformation initiatives across Jamaica.



Representatives from the Bustamante Hospital for Children and Noel Holmes Hospital with Guardian Life Executives at the handover occasion of SHINE 5K proceeds to beneficiaries



## Health & Wellness (continued)



Guardian Group (Guardian Life Limited and Guardian General Insurance Jamaica Limited) team members stand united at the Blue Run 5K Run/Walk in Emancipation Park, showing their support for prostate cancer awareness and men's health during Prostate Cancer Awareness Month

## Prostate Cancer Awareness Month and 'Blue Run' 5k Run Walk Event

Guardian Life Limited championed several initiatives in September, globally recognised as Prostate Cancer Awareness Month, reinforcing its commitment to health, wellness and preventative care. Through targeted sponsorship and donations, Guardian Life leveraged its expertise and leadership position to support increased access to prostate cancer testing and education—critical interventions in the fight against a disease that remains the leading cancer among Jamaican men.

On 21 September, Emancipation Park was transformed into a sea of blue as nearly 4,000 Jamaicans registered for the Blue Run 5K Run/

Walk. The event recorded a historic 3,035 finishers, a significant increase from 1,062 finishers in 2024, underscoring growing national engagement around men's health.

Powered by Guardian Life Limited as title sponsor, with a sponsorship investment of J\$4 million, the Blue Run for Prostate Cancer has evolved into one of Jamaica's most impactful movements for prostate cancer awareness. The 2025 staging was more than a race—it was a collective call to action, uniting participants and volunteers in a shared mission to raise awareness, promote early detection and ultimately, save lives.

## Donation to the Jamaica Cancer Society for Prostate Cancer Testing

Guardian Life Limited's sponsorship of J\$1.5 million to the Jamaica Cancer Society formed part of a formal Memorandum of Understanding aimed at promoting prostate cancer awareness, education and access to testing during Prostate Cancer Awareness Month. The partnership focused on increasing early detection and encouraging preventative health behaviours among Jamaican men.

The funds supported a series of Prostate Cancer Public Forums and free screening exercises across the parishes of Kingston and St Andrew, St James, Manchester and St Thomas. The initiative was further strengthened through access to the Guardian Group Foundation's mobile medical unit, which provided essential health checks to community members islandwide, extending the programme's reach beyond traditional clinical settings.



Guardian Life Limited team members present a cheque to Roshane Reid Koomson, Executive Director of the Jamaica Cancer Society

## Health and Wellness (continued)

### Strengthening Commitment to Cancer Awareness and Early Detection

Guardian General Insurance Jamaica Limited committed J\$150,000 in support of the Jamaica Cancer Society's Early Detection Saves Lives Radio Telethon, a special fundraising initiative that sponsored life-saving cancer screenings for individuals unable to afford tests such as Pap smears, mammograms and prostate examinations. The event took place in July.

The initiative, dubbed Pay It Forward, represented an additional commitment by Guardian General

Insurance Jamaica Limited, complementing its ongoing support for cervical cancer research and early detection through its QueenGuard policy.

In October 2019, Guardian General Insurance Jamaica Limited had pledged its support to the Jamaica Cancer Society through the launch of the QueenGuard motor policy, designed exclusively for women. One thousand Jamaican dollars from every QueenGuard motor policy sold was donated to the cause.

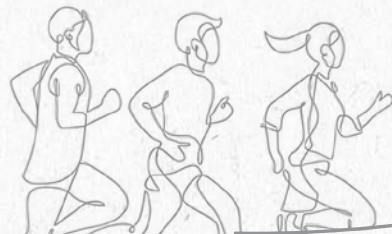


Javaana Brown (left), Customer Experience Officer at Guardian General Insurance Jamaica Limited shares spotlight with Roshane Reid Koomson, Executive Director of the Jamaica Cancer Society at the Jamaica Cancer Society's Early Detection Saves Lives Radio Telethon

### Guardian General Insurance Limited (St. Kitts and Nevis) Bronze Sponsor of the Private Primary Schools Track and Field Championship

Guardian General Insurance Limited was proud to partner with the Department of Sports in St. Kitts and Nevis as a bronze sponsor of the Private Primary Schools Track and Field Championships

held on in February. These championships allowed the young athletes to showcase their talents, athleticism and fostered sportsmanship.



## Health & Wellness (continued)

### Guardian General Insurance (OECS) Limited Sponsors Pump It Up Family Fun Walk 2025

Guardian General Insurance (OECS) Limited (GGIOL) once again partnered with the Grenada Co-operative Bank in support of its annual Family Fun Walk. As a benefactor to the initiative, GGIOL contributed EC\$4,000, with proceeds from the

2025 event directed to the Princess Royal Hospital in Carriacou. The annual fun walk is a fixture on the Grenada events calendar attracting large numbers including staff from GGIOL. The event took place in Carriacou in April and in Grenada in May.



Jody Julien, Manager Insurance Operations and Administration, Guardian General Insurance (OECS) Limited presents the sponsor's cheque to a representative of the Grenada Co-operative Bank Limited

### Guardian General Insurance Limited Donates to 2025 Joint Primary Schools' Sports Meet in Montserrat

Guardian General supported the Montserrat's Ministry of Education's 2025 Joint Primary Schools' Sports Meet held in April, an annual athletics event featuring zonal competitions for young athletes. Guardian General's donation of EC\$2,500 offered us the opportunity to also present the championship shield and trophy to the winning school.



Representative from M.S. Osborne Ltd. presents the sponsors' cheque to the representative of the Ministry of Education

## Health & Wellness (continued)

### The International Medical Conference Curaçao 2025

Guardian Group Fatum proudly served as a major sponsor of the International Medical Conference Curaçao 2025, a dynamic three-day forum held in Curaçao that brought together global medical professionals, researchers and industry leaders to advance healthcare knowledge.

The conference enhanced professional education and promoted the exchange of cutting-edge

insights that directly support improved patient care and safety. Through this sponsorship, we reinforced our commitment to the Corporate Social Responsibility pillars of health and education by contributing to the dissemination of critical medical knowledge and fostering professional development in the healthcare sector.



Guardian Group Fatum COO Guiselle Coco during the International Medical Conference Curaçao 2025

### Strengthening Community Through Sport

In 2025, the Company continued its support of the Bournes Road Community Annual Small Goal Football Competition, marking four consecutive years of contribution through the sponsorship of prizes for participating teams.

Delivered in collaboration with the Trinidad and Tobago Police Service, the initiative plays an important role in fostering community cohesion, supporting youth development and encouraging positive alternatives to crime through sport. Such partnerships align with Guardian General's focus on empowering communities and promoting safe, inclusive environments.

Guardian General was represented at the closing ceremony by Ryan Mahabir, Manager – P&C Claims Solutions, who assisted with the distribution of prizes.

The winning team of the Bournes Road Community Small Goal Football pose with their prizes, presented by Ryan Mahabir



Ryan Mahabir presents a participant with a winning trophy



## Health & Wellness (continued)

### Swim to Klein Bonaire and Regatta 2025

Guardian Group Fatum was a major sponsor for the annual Regatta, Swim to Klein Bonaire. In October, the 23rd Annual Swim to Klein Bonaire took place, marking the official opening of the Bonaire Regatta. Held at Eden Beach Resort, the event brought together competitive and recreational swimmers from the local community and abroad, reinforcing its role as a key moment in Bonaire's annual sporting calendar. The swim, which covered an approximately 800-meter stretch toward Klein Bonaire, was part of the broader Regatta programme. The event contributed to the celebration of Bonaire's

maritime heritage while fostering community engagement, healthy lifestyles and social connection. The annual regatta continues to serve as a platform that unites residents and visitors through sport, cultural activities and shared community values.

Swim to Klein Bonaire 2025 participants and supporters

Regatta Bonaire 2025 Sailers



## Health & Wellness (continued)

### Guardian General Insurance Limited Barbados Donates to Barbados Chess Federation



Vicki Otaruyina, Business Development Officer, Guardian General Insurance Limited presents the donation cheque to Allan Herbert, President, Barbados Chess Federation

Guardian General Insurance Limited Barbados proudly demonstrated its support of the Barbados Chess Federation with a donation of BBD\$2,000 toward the Federation's participation in the 20th Central American and Caribbean (CAC) Youth Chess Championships, held in Puerto Rico in December.

Barbados fielded a 27-player contingent comprising the top performers from the 2025 National Youth and Junior Championships.

### Guardian Life A Partner in Caribbean Wellness with the Caribbean Public Health Agency



LEFT: David Cave (right) with (l-r) Julia Mandeville, Dr. Melissa Francis and Tonya Campbell, winners of the Donald Simeon Prize and David Picou Awards for their outstanding research papers

RIGHT: David Cave, Branch Manager, Guardian Life of The Caribbean Limited (left) presents a prestigious award to Tonya Campbell, 1st place winner of the Donald Simeon Prize

Guardian Life of The Caribbean Limited Barbados, in alignment with our health and wellness pillar, was proud to partner with the Caribbean Public Health Agency (CARPHA) and the Ministry of Health and Wellness in support of the 69th Annual CARPHA Health Research Conference held in May. The conference, described as the Caribbean's leading stage for public health thought leadership, innovation and transformation, attracted over 250 delegates.

Guardian Life was also the exclusive sponsor of all awards presented to outstanding students and young researchers during the awards ceremony.

### Guardian Life Supports the St Paul's Primary School's Athletic Team



Guardian Life Branch Manager David Cave (centre) presents the sponsor's cheque to Senior Teacher Mark Clarke in the presence of the St. Paul's Primary School's Sports Department and the Guardian Life team

Guardian Life of The Caribbean Limited Barbados proudly sponsored the St. Paul's Primary School's athletic team and the school's physical education programme through a financial contribution of BBD\$5,000. In March 2025, the team now known as Guardian Life of The Caribbean St. Paul's Spartans set the track ablaze at the annual National Primary Schools' Athletic Championship (NAPSAC), one of Barbados' major sporting events for young athletes. The contribution also bolstered the school's efforts to purchase essential resources such as athletic gear and sports equipment.

The Guardian Life of The Caribbean St. Paul's Spartans earned an impressive 14 medals at NAPSAC, placing 3rd in the girls' division and 2nd in the boys' division of the Andrea Blackett zone.

## Health & Wellness (continued)

### Seeing Health Differently

#### -Trinidad Eye Hospital Partnership

Impact often begins with awareness.

Through our partnership with the Trinidad Eye Hospital, Guardian Group supported a nationwide essay competition that invited secondary school students to think critically about eye health and its role in everyday learning.

The programme paired education with practical support. Vision screenings were conducted at the top-performing schools and 60 pairs of corrective glasses were provided to students who required them. This timely intervention helped remove an unseen barrier to learning, ensuring that students could participate fully in the classroom and focus on their academic potential.



Nattan Patterson, Manager – Health Claims, shares a proud moment with the winners of the Trinidad Eye Hospital Essay Writing Competition

### Wolfpack Caribbean Classic 2025

Guardian Asset Management proudly sponsored the Wolfpack Caribbean Classic, hosted by the Olympia Wolfpack Gymnastics Academy. In its 25th year of operations, the Academy hosted over 18 local and foreign teams in the gymnastics competition. With its focus on health and wellness, Guardian Asset Management was pleased to support an event that celebrated youth development, athletic excellence and community engagement. The event took place at the National Cycling Centre in Balmain, Couva in May.



Students of the Olympia Wolfpack Gymnastics Academy, flanked by Guardian Group representatives

## Health and Wellness (continued)

### Advancing Care Through Partnership – Caribbean Association for Oncology and Hematology (CAOH)

Healthcare progress is rarely achieved in isolation.

Guardian Group’s role as Platinum Sponsor of the 13th Annual CAOH Conference supported a regional effort to improve cancer care through collaboration, research and innovation.

In July, the conference brought together 260 participants from 17 territories, creating space

for dialogue between clinicians, policymakers and researchers. Across three days, participants shared knowledge, explored equity-focused approaches and introduced new tools—including the region’s first AI-driven breast cancer navigation prototype.



Samanta Saugh, President, Guardian Life of The Caribbean Limited (third from right), joins the conference delegation at the opening of the CAOH Conferences

## Academic Development

### Empowering Youth through Educational and Motivational Initiatives

In 2025, Guardian General Insurance Limited supported youth development and positive behavioural change through a contribution towards the purchase of 40 copies of Respond With Class! Rethinking the Way You Respond to Life’s Daily Challenges by Stephen Leon.

The books were distributed free of charge to students attending Mr. Leon’s school engagements, supporting his efforts to promote resilience, purposeful living and positive decision-making among young people. Respond With

Class! draws on Mr. Leon’s personal journey and community work to encourage readers to respond to life’s challenges with self-awareness, discipline and integrity.

Stephen Leon is a motivational speaker and youth advocate whose work focusses on empowering individuals to make constructive life choices. His school talks and outreach initiatives are aimed at equipping young audiences with practical tools for navigating everyday challenges.



Author Stephen Leon poses with a student on his school tour

## Academic Development (continued)

### National Secondary School Entrepreneurship Competition (NSSEC): *Where Ideas Take Root*

For many students, NSSEC was the first time an idea was treated as something worth building. Guardian Group's eighth consecutive year of support for the competition reflects a long-standing belief that entrepreneurship is not only about business, but about confidence, curiosity and problem-solving. Over weeks of competition, students tested ideas, worked in teams and learned what it meant to adapt, refine and persist.

By the conclusion of the programme in November 2025, what stood out was the growth of the students alongside their winning concepts. Teams from Vessigny Secondary School, Holy Faith Convent Couva and Scarborough Secondary School emerged as Guardian Group category leaders, each demonstrating clarity of thought, creativity and resilience.



Members of Guardian Group's Leadership team share the spotlight with St. James Secondary School teacher and students at the 2025 launch of the National Secondary Schools Entrepreneurship Competition (NSSEC) at the National Academy for the Performing Arts



### Preparing for the School Year Ahead with *SHINE Back-to-School Drive*

For families preparing for a new academic year, small interventions can make a meaningful difference. Through the SHINE Back-to-School Drive, Guardian Group focused on easing that transition for students who needed support most. Children from community organisations and sporting programmes received stationery packs and book vouchers at Guardian Group's Head Office in Trinidad and Tobago, with additional support being extended to children's homes.

Behind each package was a simple intention—to remove barriers to learning and allow students to begin the school year with confidence. Delivered through trusted community partners, Hearts and Minds Sporting Academy, the BVB Football Programme as well as the Bagatelle and Barataria Community Councils, the initiative reflects Guardian Group's belief that access to education starts with meeting practical needs.



## Academic Development (continued)

### Empowering Future Leaders

Guardian Asset Management, in collaboration with The University of the West Indies Development and Endowment Fund (UWIDEF), presented bursaries valued at \$5,000 each to three deserving students at a ceremony held on in November at the Daaga Auditorium at the St Augustine Campus of The University of The West Indies. The cheques were handed over by Vedwati Kalloo, Vice President, Finance; Thandi Merritt, Vice President, Operations and Technology; and Trever John, Senior Manager

– Private Wealth, underscoring the company’s commitment to supporting education and preparing future leaders.

The bursaries are intended to ease the financial burden faced by students, ensuring that access to higher education is not limited by economic challenges. In addition to tuition support, the funds help cover essential academic expenses, enabling recipients to focus on their studies and achieve their professional goals.



### Guardian Life celebrates 20th anniversary in Barbados with a donation to St. Alban’s Primary School

As part of Guardian Life’s 20th anniversary celebrations in Barbados in April, and consistent with its commitment to academic development, the company donated four laptops to St. Alban’s Primary School. Aligned with the anniversary theme, 20 Years of Anchoring Lives – Charting a Course for a Secure Tomorrow, the contribution supports the advancement of digital literacy and enables the school’s Information Technology department to foster more dynamic and engaging learning experiences.



Samanta Saugh, President – Guardian Life of The Caribbean Limited and Eric Hosin, Group President, Life, Health and Pension along with other Guardian Life Executives and Advisor, pose for a photo with Information Technology teacher and students of the St. Alban’s Primary School



## Academic Development *(continued)*

### Guardian General Insurance Limited Donates to The UWI Global Campus Endowment Fund

Guardian General Insurance Limited Barbados donated BBD\$1,000 to The University of the West Indies (UWI) Global Campus Endowment Fund.

The Endowment Fund was originally established across the region as a support system for UWI

students who were adversely impacted by the COVID-19 pandemic and recent natural disasters.

Since its inception, the Endowment Fund has raised critical resources through regional fundraising efforts and partnerships, enabling scholarships and financial support for students in need.



Sandra Griffith-Carrington, Campus Officer of Alumni Relations receiving the donation from Mrs. Lora Toppin, Manager - Underwriting at Guardian General Insurance Limited, as representatives from both organisations look on to mark the occasion

### Guardian Group Foundation Scholarship and Grant Awards \*

Guardian Life Limited, through the Guardian Group Foundation, marked nearly two decades of sustained investment in Jamaica's future at its 19th Annual Scholarship Awards Ceremony, held in August under the theme Action Meets Excellence

Thirty-one outstanding students were recognised for their exceptional academic performance, resilience and commitment to excellence. The awardees included Jamaica's top national performers in the 2025 Primary Exit Profile (PEP) examinations as well as children of Guardian Life Limited staff members and policyholders, reflecting the Foundation's inclusive approach to educational empowerment.

The Foundation further expanded its community impact through the awarding of grants to high-performing students from partner institutions, including Edward Seaga Primary, Alpha Primary, Duhaney Park Primary, Victoria Primary, Jackson Primary and Infant School and Barracks Road Primary.

Since its inception, the Guardian Group Foundation has awarded over J\$61 million in scholarships to 173 recipients, in addition to grants, book vouchers and other forms of educational support spanning primary to tertiary levels.



Awardees of the Guardian Group Foundation's 19th Annual Scholarship Awards Ceremony



## Community Support

### Supporting Vulnerable Communities through Empowerment

In 2025, Guardian General Insurance Limited reaffirmed its commitment to community resilience and social support through a TT\$20,000 contribution to the Mary Care Centre. This support was directed toward rebuilding the Centre, which was tragically destroyed by fire in April 2025, restoring its capacity to serve vulnerable young mothers and their infants.

The donation was formally presented to Dr. Cynthia Low Chew Tung, who conveyed the Centre's appreciation for Guardian General's support at a critical time. The cheque was presented by Shelley Sylvester, Chief Operating Officer; Asha Ibrahim, People, Culture and Capability Business Partner and Kevin Pierre, Claims Solutions Coordinator, underscoring the Company's engagement in community partnerships that address pressing social needs.

The Mary Care Centre plays an integral role in providing a safe and supportive environment where teenage pregnant girls and their babies receive essential care, life skills training and empowerment programmes that foster long-term self-sufficiency.



Representing the cheque to Dr. Low Chew Tung are (from left) People, Culture and Capability Business Partner Asha Ibrahim, Chief Operating Officer Shelley Sylvester and Claims Solutions Coordinator Kevin Pierre



## Staff Volunteerism

### Shoebox Initiative 2025 A Region United by Giving

The 2025 Guardian Group's Shoebox Initiative, From Our Hearts to Their Hearts, demonstrated the strength of regional collaboration and the collective commitment of employees to uplifting vulnerable children across the Caribbean. What began as a simple act of giving once again evolved into a coordinated regional effort grounded in compassion, empathy and shared responsibility.

In Trinidad and Tobago, employees collected and distributed 641 shoebox gifts, reaching 18 homes

and charitable organisations. Each gift represented more than material support, delivering comfort, encouragement and a reminder of care to children during the holiday season.

In Jamaica, the Shoebox Initiative was delivered with heightened purpose in response to the significant impact of Hurricane Melissa on the island's western region. The project prioritised children's homes serving communities most affected by the disaster, including

Widow's Mite (St Ann), Granville Home for Girls (Trelawny) and Manning Boys Home (St Elizabeth). A total of 247 personalised gifts were distributed across the three facilities. In parallel, the Guardian Group Foundation implemented a complementary Caring for Kids initiative, providing essential support items such as non-perishable food, personal care supplies and household appliances, addressing both immediate needs and operational resilience.



Volunteers from Guardian Group and The University of the West Indies prepare for Shoebox Project distribution to the beneficiary children's homes

Gifts and hugs are shared with the young ladies at the Granville Home for Girls in Garrick Foyle, Trelawny

Across the Dutch Caribbean, Guardian Group Fatum marked the 10th anniversary of its Shoebox Initiative. Colleagues delivered gifts to children at Na Kaminda Pa daycare and Skol pa Desaroyo Integral Tirzo Martha primary school, with children across Curaçao, Aruba and Sint Maarten

benefitting from the initiative. The milestone underscored a decade-long commitment to community care and social responsibility.

In Barbados, Guardian Group continued its longstanding tradition of outreach, marking 14

years of sustained support through the Shoebox Initiative. During the 2025 holiday season, 88 gifts were collected and personally delivered to children at Nightingale Children’s Village, fostering moments of joy, connection and inclusion.



CEO of Guardian Group Fatum Diego Frankel (left, middle) with employees and the children “Na kaminda pa” during the shoebox initiative



Team Guardian General Insurance (OECS) Limited representatives Reena Ross, Leana Felix and Jody Julien happily present gifts and hamper to the Manager of Bel Air Home Kerry Eligon

Shoebox Delivery Team present gifts to Sherrian Weir, Residential Coordinator at the Nightingale Children’s Village

In Grenada, employees ensured that every child at the Bel Air Home for Children received a gift. In addition to the shoeboxes, a hamper containing essential toiletries and supplies was

presented, supporting both emotional well-being and practical needs.

Collectively, the 2025 Shoebox Initiative reflected the values at the core of Guardian Group’s regional culture.



## Staff Volunteerism (continued)

### United Way Day of Caring: Extending Service into the Community

Though the weather did not cooperate and plans to gather as one team had to be abandoned, the intent behind Day of Caring never waned.

Over two weekends in May and early June, small groups of employee volunteers, supported by stakeholders, returned to the San Juan Girls' R.C. Primary School to complete the library refurbishment project. Working steadily and with care, the space was transformed into one that could better serve its purpose.



The result was more than a refreshed room. It was a learning environment designed to support curiosity, imagination and focus - one that will benefit over 200 students in the years ahead. The project reflects what can be achieved when commitment is sustained, even when circumstances require flexibility.

As the year came to a close, the experience served as a reminder that impact is often created in moments of quiet persistence. The spirit of the Day of Caring continued beyond a single date, reinforcing the value of showing up for our communities whenever the opportunity arises.

## Cautionary Statements and Disclosures

This Sustainability Report contains certain forward-looking statements within the meaning of applicable Securities Law in relation to Guardian Holdings Limited and its subsidiaries but it is not intended to satisfy specific regulatory disclosure requirements in any jurisdiction. We caution readers that no forward-looking statement is a guarantee of future performance and that actual financial and other performance may materially differ from those contained in any forward-looking statements. Forward-looking statements

only speak as at the date on which they are made and are affected by numerous factors, including without limitation: changes in legislation, regulations, governmental and other policies; changes in IFRS, other accounting standards and developing sustainability reporting standards; the actual financial and other performance of the Guardian Holdings Limited; and other existing and emerging risks, macroeconomic factors and global impact. Any forward-looking statements contained in this Sustainability Report are solely

for the purpose of assisting and understanding the contents of this Sustainability Report and the Group's strategic priorities and objectives and may not be used for any other purpose. We make no express or implied representations or warranties as to accuracy, completeness and reliability and we do not undertake to update any forward-looking statements unless required by applicable law.

## Professional Advice

Nothing in this Sustainability Report is intended to or constitutes legal, investment, tax or other

advice to be relied upon in making investment decisions. All readers are advised to consult

their professional advisors before making any investment decisions.

## Other Disclaimers

### In preparing this Sustainability Report we have:

- Referred to certain non-financial metrics, such as sustainability-related metrics and benchmarks, as well as other non-financial data, all of which are subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used to determine them. Non-financial metrics used herein generally have no standardised meaning and may not be comparable to similarly labelled measures used by other companies.
- Used such climate and sustainability data, methodologies, metrics and other techniques we consider suitable and relevant for the purpose of this Sustainability Report. It is noted that these may evolve over time.
- Included data analysis, infographics and graphics, which aim to give the reader a high-level overview of certain key elements of the Guardian Group's sustainability strategic initiatives. These are intended to provide general insight and should be viewed as illustrative rather than exhaustive.

Due to the nature of sustainability reporting, this Sustainability Report takes a different approach to that of traditional reports. This Sustainability Report considers non-traditional contexts such as evolving domestic, regional and global sustainability and climate strategy, policies and frameworks, longer timeframes for assessing key risks and impacts, geopolitical developments and domestic and regional variations. Our disclosures

are therefore subject to a higher degree of uncertainty than traditional disclosures and may change over short timeframes as market practices, data quality and availability continue to evolve. As a result, actual performance, developments, estimates, forecasts, forward-looking statements, targets and commitments may differ. We give no assurance as to the likelihood of the achievement or reasonableness of any projections, estimates, forecasts, targets, or commitments contained in our climate and sustainability disclosures and make no commitment to revise or update any such disclosures to reflect events or circumstances occurring after the date of such statements.

## Appendix A: DMA Topic Definition

### Environmental



#### Climate Vulnerability and Resilience

Preparing for and managing the physical and transition impacts of climate change, including extreme weather events, flooding, drought, rising temperatures as well as policy, legal, technology and market changes. This includes GHIL's ability to adapt across its value chain, including operations, supply chain, communities, employees, investments, financing and lending and to respond to climate-related risks and opportunities.

### Social



#### Customer Service & Experience

Engaging with consumers to advance their level of satisfaction with the company's products and services, ensuring that products and services meet or exceed customer expectations and respecting data privacy and security.

### Social



#### Customer and Public Health, Quality of Life and Wellbeing

Enabling access to affordable, high-quality healthcare that supports overall health, wellbeing and quality of life for individuals and communities, with a focus on underserved and vulnerable populations and emerging health challenges driven by demographic, climate and healthcare factors.

### Social



#### Financial Inclusion, Access and Education

Expanding affordable access to insurance products, particularly for underserved groups, supported by financial literacy and risk education, inclusive product design and responsible distribution that promote long-term financial resilience.

### Social



#### Local and Regional Development and Community Engagement

Contributions to inclusive economic and social development in communities where GHIL operates, including support for local enterprises, affordable housing, small business growth, financial education, philanthropic partnerships and community-based investment initiatives.

## Appendix A: DMA Topic Definition (continued)

### Social



#### Talent Attraction, Retention and Development

The ability to attract, retain and develop talent, provide equal opportunities for learning and professional growth, align workforce skills with business needs and foster a capable and future ready workforce.

### Governance



#### Data Privacy and Cybersecurity

Protection and privacy of employee, worker and consumer data intended to safeguard individuals' rights by limiting the types of information collected and how it is obtained, used and stored. This includes preventing identity theft, data breaches, hacking and cyberattacks and addressing algorithmic bias in systems used for lending, investment or hiring decisions.

### Governance



#### Business Ethics and Transparency

Organisational standards and practices governing ethical business conduct, including anti-bribery and anti-corruption, regulatory compliance, responsible selling, employee ethics training, whistleblowing mechanisms and adherence to a Code of Business Conduct and Ethics.

### Governance



#### Business Reliability

Ensuring the reliability and continuity of services across geographies and channels, particularly during periods of disruption or crisis, through resilient systems, continuity planning and safeguards that protect customers, stakeholders and brand trust.

### Governance



#### Digital Innovation

Responsible use of digital technologies and artificial intelligence to improve operational efficiency and develop new products and services, while managing risks related to system integrity, transparency, inclusion, misuse and regulatory compliance.

## Appendix B: Supplementary Metrics

PILLAR	METRIC/KPI TRACKED	REPORTED FIGURE	STANDARDS/DISCLOSURE LINKAGE
Social/Human Capital	Total Group headcount	• 2,082 (Permanent + Temporary)	Directly supports GRI 2-7. Relevant to IFRS S1 as workforce scale
	Permanent employees	• 1,949 (94% of workforce)	Directly supports GRI 2-7 by disclosing employment type. Relevant to IFRS S1 as workforce structure and stability.
	Temporary employees	• 133 (6% of workforce)	Directly supports GRI 2-7 by disclosing employment type. Relevant to IFRS S1 as workforce composition and flexibility.
	Permanent employee headcount by territory	<ul style="list-style-type: none"> <li>• Trinidad and Tobago: 968;</li> <li>• Jamaica: 539;</li> <li>• Barbados and OECS: 92;</li> <li>• Dutch Caribbean: 350</li> </ul>	Directly supports GRI 2-7 by disclosing workforce distribution across geographies. Relevant to IFRS S1 as geographic workforce concentration.
	Gender split by employee group	<ul style="list-style-type: none"> <li>• Executives: 33% male/67% female;</li> <li>• Managers and Senior Managers: 37% male/63% female;</li> <li>• All Other Employees: 25% male/75% female;</li> <li>• Total: 27% male/73% female</li> </ul>	Directly supports GRI 405-1 by disclosing gender diversity across employee categories. Relevant to SASB human capital management and IFRS S1.
	Age band composition	<ul style="list-style-type: none"> <li>• Under 30: 436 (22.37%);</li> <li>• 30 to 50: 1,106 (56.75%);</li> <li>• Over 50: 407 (20.88%)</li> </ul>	Supports GRI 405-1 by disclosing age diversity. Relevant to IFRS S1 as workforce demographic profile and succession exposure.
	Coursera participation	• 944 employees	Supporting GRI 404-2-aligned metric reflecting participation in digital learning activities. Relevant to IFRS S1 as an indicator of digital capability development.
	Coursera courses completed	• 712 courses	Supporting GRI 404-2-aligned metric reflecting successful completion of digital learning activities. Relevant to IFRS S1 as a proxy for training uptake and return on capability-building investment.

## Appendix B: Supplementary Metrics (continued)

PILLAR	METRIC/KPI TRACKED	REPORTED FIGURE	STANDARDS/DISCLOSURE LINKAGE
	Workforce SOPs reviewed and enhanced	• 60+ SOPs	Supporting GRI 2-aligned governance metric reflecting improvement in workforce process controls. Relevant to IFRS S1 as evidence of stronger human capital governance.
	People management SLAs established for core people services	• 45 SLAs	Supporting GRI 2-aligned governance metric reflecting formalisation of people management service standards. Relevant to IFRS S1 as an indicator of service accountability and process discipline.
Environment	Total solar electricity generated	• 219,138 kWh	Supporting environmental performance disclosure. Relevant to IFRS S1 as an indicator of energy resilience and operational de-carbonisation.
	Solar generation in Curaçao	• 110,188 kWh	Supporting environmental performance disclosure. Relevant to IFRS S1 as territory-level renewable energy generation.
	Solar generation in Aruba	• 108,950 kWh	Supporting environmental performance disclosure. Relevant to IFRS S1 as territory-level renewable energy generation.
	Average monthly solar generation	• 18,261.5 kWh per month	Supporting environmental performance disclosure. Relevant to IFRS S1 as an operational energy metric.
	Carbon emissions avoided from solar	• Approximately 140 tonnes (estimated)	Supporting climate-related disclosure. Relevant to IFRS S1/IFRS S2 as an indicator of avoided operational emissions.
	Estimated annual solar cost savings	• More than TT\$500K	Supporting environmental value creation metric. Relevant to IFRS SI as evidence of financial benefits from resilience and efficiency investments.
	Reusable water bottles distributed	• More than 1,000 bottles	Supporting environmental stewardship metric reflecting reduction of single-use plastics.
	Volunteers mobilised for coastal clean-up	• More than 100 persons	Supporting environmental stewardship and employee engagement.
	Debris removed from coastlines	• More than 1,035 lbs	Supporting environmental stewardship metric reflecting waste removal.

## Appendix B: Supplementary Metrics (continued)

PILLAR	METRIC/KPI TRACKED	REPORTED FIGURE	STANDARDS/DISCLOSURE LINKAGE
	Total waste diverted at Lime Easy Cooler Fete	• 258.2 lbs	Supporting waste diversion metric. Relevant to environmental reporting on circularity and waste management.
	Single-use utensils avoided at Lime Easy Cooler Fete 2025	• Estimated 3,500+	Supporting waste prevention metric. Relevant to environmental reporting on materials reduction.
	Total waste diverted at SHINE 5K/10K	• 166.2 lbs	Supporting waste diversion metric.
	Plastics diverted at Children’s Christmas Party	• 22 lbs	Supporting waste diversion metric.
<b>Social/Employee Support</b>	Hurricane Melissa Employee Relief Fund	• TT\$500K/ J\$11.5M	Supporting employee wellbeing and resilience metric. Relevant to IFRS S1 as evidence of workforce support during disruption.
	Employees receiving targeted relief fund support	• Approximately 100 employees	Supporting employee wellbeing and resilience metric.
	Employees receiving direct financial grants	• More than 200 employees	Supporting employee wellbeing and resilience metric.
	Care packages delivered	• More than 200 care packages	Supporting employee wellbeing and resilience metric.
	Employees accessing special salary advances	• 177 employees	Supporting employee wellbeing and resilience metric.
	Hurricane Melissa	• TT\$2.1M/J\$50M	Impact metric.

**Note:** For Governance-related statistics refer to the Corporate Governance section of the Guardian Group 2025 Annual Report.

## Appendix C: List of Abbreviations

ABBREVIATION	FULL TERM
<b>AI</b>	Artificial Intelligence
<b>CEO</b>	Chief Executive Officer
<b>CFO</b>	Chief Financial Officer
<b>COO</b>	Chief Operating Officer
<b>CO<sub>2</sub></b>	Carbon dioxide
<b>CSRD</b>	Corporate Sustainability Reporting Directive
<b>DEI</b>	Diversity, Equity and Inclusion
<b>DMA</b>	Double Materiality Assessment
<b>EAP</b>	Employee Assistance Programme
<b>EC\$</b>	Eastern Caribbean Dollar
<b>ERM</b>	Enterprise Risk Management
<b>ESG</b>	Environmental, Social and Governance
<b>ESRS</b>	European Sustainability Reporting Standards
<b>EU</b>	European Union
<b>GHG</b>	Greenhouse Gas
<b>GHL</b>	Guardian Holdings Limited
<b>GRI</b>	Global Reporting Initiative
<b>HRIS</b>	Human Resource Information System
<b>HRMATT</b>	Human Resource Management Association of Trinidad & Tobago
<b>ICC</b>	International Coastal Clean-Up
<b>IFRS</b>	International Financial Reporting Standards
<b>IFRS S1</b>	International Financial Reporting Standards - General Requirements for Disclosure of Sustainability-related Financial Information

ABBREVIATION	FULL TERM
<b>IFRS S2</b>	International Financial Reporting Standards - Climate-related Disclosures
<b>IRO/IROs</b>	Impact, Risk and Opportunity/Impacts, Risks and Opportunities
<b>IT</b>	Information Technology
<b>J\$</b>	Jamaican Dollar
<b>kg</b>	Kilogram
<b>kWh</b>	Kilowatt-hour
<b>KYE</b>	Know Your Employee
<b>LHP</b>	Life, Health and Pension
<b>lbs</b>	Pounds
<b>NCB</b>	National Commercial Bank
<b>NCBFG</b>	NCB Financial Group
<b>OECS</b>	Organisation of Eastern Caribbean States
<b>P&amp;C</b>	Property and Casualty
<b>PML</b>	Probable Maximum Loss
<b>SASB</b>	Sustainability Accounting Standards Board
<b>SDGs</b>	United Nations Sustainable Development Goals
<b>SFDR</b>	Sustainable Finance Disclosure Regulation
<b>SLA/SLAs</b>	Service Level Agreement/Service Level Agreements
<b>SOP/SOPs</b>	Standard Operating Procedure/Standard Operating Procedures
<b>TCFD</b>	Task Force on Climate-related Financial Disclosures
<b>TT\$</b>	Trinidad and Tobago Dollar



**Guardian Group**

Guardian Holdings Limited