2025 ESG REPORT



2025 Environmental, Social and Governance (ESG) Report and Public Accountability Statement

LAURENTIAN BANK

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PUBLIC ACCOUNTABILITY STATEMENT & DECLARATION OF ENERGY CONSUMPTION AND GREENHOUSE GAS (GHG) EMISSIONS

This Public Accountability Statement (PAS) outlines Laurentian Bank's contributions, and the contributions of the Bank's affiliates with operations in Canada, to the Canadian economy and society. This fulfills the requirements of the Canadian Federal Government's Public Accountability Statement regulations (section 627.996 (1) of the Bank Act (Canada)) for the 2025 fiscal year (November 1, 2024, to October 31, 2025). This PAS also includes our disclosure in response to the Code of Conduct for the Delivery of Banking Services to Seniors and our declaration of Energy Consumption and Greenhouse Gas (GHG) Emissions.

This ESG Report includes information about Laurentian Bank of Canada ("Laurentian Bank" or "the Bank") and its significant subsidiaries, including:

- B2B Bank
- Laurentian Bank Securities Inc.
- Laurentian Trust of Canada Inc.
- Northpoint Commercial Finance Capital Inc.
- Northpoint Commercial Finance Canada Inc.
- NCF Commercial Finance Holdings Inc.
- Northpoint Commercial Finance LLC
- LBC Financial Services Inc.
- LBC Investment Management Inc.
- V.R. Holding Insurance Company Ltd.
- LBC Trust
- NCF International Holding Kft
- NCF International SA

COMMUNITY INVESTMENT AND EMPLOYEE VOLUNTEERING

At Laurentian Bank, community investment is an expression of our purpose and values. We are committed to supporting the social and economic vitality of the communities we serve by fostering greater financial inclusion and helping create opportunities for long-term prosperity.

OUR APPROACH AND PERFORMANCE

Corporate giving reflects our commitment to creating meaningful community impact by leveraging both our financial resources and the strengths of our organization. Our approach is centred on supporting initiatives that foster economic opportunity and advance equity in the communities where we operate.

For the reporting period, fiscal year 2025, Laurentian Bank and its entities contributed more than $452,000 to charities and non-profit organizations through corporate giving and employee-directed giving initiatives.

EMPLOYEE IMPACT

Our employees play a vital role in strengthening community connections and advancing local impact.

LAURENTIAN BANK IN THE COMMUNITY

In 2025, we once again held our annual Laurentian Bank in the Community campaign, a grassroots initiative that empowers employees in retail branches, Laurentian Bank Securities offices, and Commercial Banking business centres to identify local charities and non-profit organizations that are making a difference in their communities.

Through this program, $284,000 was distributed to 84 community-based charitable organizations, helping support essential services and programs for individuals and families facing economic and social challenges.

GIVING MATTERS CAMPAIGN

Employees once again demonstrated their generosity through our annual Giving Matters Campaign, raising more than $50,000 in support of United Way, HealthPartners and Tel-Jeunes Foundation. Combined with matching and additional contributions from the Bank, total funds raised reached $131,896.

COMMUNITY ENGAGEMENT THROUGH VOLUNTEERING

We encourage employees to contribute their time, skills and expertise to causes that matter to them. To further support community involvement, employees can direct a corporate donation of up to $200 to eligible organizations where they volunteer.

BANK-SPONSORED VOLUNTEER INITIATIVES INCLUDED:

Take Your Kids to Work Day: At our Toronto office, Grade 9 students had the opportunity to explore career paths, engage with professionals, and gain firsthand exposure to the workplace, helping foster informed and inclusive career aspirations.

Laurentian Bank Holiday Elves Campaign: For the seventh consecutive year, employees across Quebec and Ontario participated in holiday gift drives supporting children from low-income families. Through partnerships with Opération Père Noël and Holiday Helpers, employees helped bring joy to children and families during the holiday season.

Together, these initiatives demonstrate how Laurentian Bank and its employees contribute to building stronger, more inclusive communities while creating meaningful social impact beyond banking.

DEBT FINANCING TO FIRMS IN CANADA & OTHER COUNTRIES

Total amounts (in CAD), authorized during fiscal year ending October 31, 2025.

PROVINCE		0 – $24,999	$25,000 – $99,999	$100,000 – $249,999	$250,000 – $499,999	$500,000 – $999,999	$1,000,000 – $4,999,999	$5,000,000 and over	TOTAL
Alberta	**Amount of debt financing**	4,308,545	35,896,511	45,387,430	9,235,329	32,739,119	15,233,128	216,736,998	359,537,060
	Number of firms	736	216	19	163	98	24	11	1,267
British Columbia	**Amount of debt financing**	3,183,669	25,373,464	31,556,573	5,172,447	23,345,745	11,895,041	323,993,814	424,520,752
	Number of firms	429	154	14	100	65	19	14	795
Manitoba	**Amount of debt financing**	466,054	18,927,046	–	3,406,346	3,570,462	1,664,785	–	28,034,692
	Number of firms	62	115	–	61	11	3	–	252
Nova Scotia	**Amount of debt financing**	2,110,922	8,335,161	12,228,313	1,854,252	6,449,060	1,050,344	62,692,587	94,720,638
	Number of firms	260	49	5	31	20	2	3	370
Ontario	**Amount of debt financing**	21,070,520	78,685,731	221,988,220	36,135,701	84,330,995	48,386,109	1,409,116,937	1,899,714,212
	Number of firms	2,844	493	83	658	252	73	88	4,491
Quebec	**Amount of debt financing**	26,149,183	148,397,533	1,415,620,505	46,377,439	167,170,979	257,830,656	2,647,020,772	4,708,567,068
	Number of firms	3,841	887	690	824	482	350	173	7,247
Newfoundland and Labrador	**Amount of debt financing**	1,788,213	10,529,005	12,844,146	1,929,826	13,226,400	8,016,485	–	48,334,073
	Number of firms	280	60	8	33	38	10	–	429
New Brunswick	**Amount of debt financing**	1,019,794	11,267,874	1,130,000	2,035,469	3,698,862	565,000	19,500,000	39,216,999
	Number of firms	154	63	1	33	12	1	3	267
Saskatchewan	**Amount of debt financing**	1,149,014	3,723,822	–	1,378,156	3,569,006	3,135,517	–	12,955,515
	Number of firms	215	22	–	22	12	4	–	275
Prince Edward Island	**Amount of debt financing**	198,180	1,756,206	–	622,809	601,277	–	–	3,178,472
	Number of firms	17	10	–	8	2	–	–	37
Nunavut	**Amount of debt financing**	–	–	–	–	523,759	–	–	523,759
	Number of firms	–	–	–	–	2	–	–	2
Subtotal Canada	**Amount of debt financing**	**61,444,093**	**342,892,353**	**1,740,755,187**	**108,147,772**	**339,225,664**	**347,777,063**	**4,679,061,108**	**7,619,303,240**
	Number of firms	**8,838**	**2,069**	**820**	**1,933**	**994**	**486**	**292**	**15,432**
USA	**Amount of debt financing**	1,301,829	155,608,674	38,261,814	51,903,455	61,105,587	8,155,041	81,571,273	397,907,673
	Number of firms	83	947	13	841	188	13	7	2,092
Total	**Amount of debt financing**	**62,745,922**	**498,501,027**	**1,779,017,001**	**160,051,227**	**400,331,251**	**355,932,104**	**4,760,632,381**	**8,017,210,913**
	Number of firms	**8,921**	**3,016**	**833**	**2,774**	**1,182**	**499**	**299**	**17,524**

ACCESS TO BANKING SERVICES

Recognizing that some communities face barriers to accessing financial solutions, we are proud to offer banking plans and services to meet the broad and diverse needs of our customers. To learn more, visit laurentianbank.ca.

FOR LOW-INCOME INDIVIDUALS:

- A low-fee banking plan that includes up to 18 free transactions per month.
- A no-fee banking plan for seniors receiving the Guaranteed Income Supplement (GIS), beneficiaries of a Registered Disability Savings Plan (RDSP), newcomers during their first year in Canada or Canadians receiving social assistance under certain provincial and territorial programs.

FOR YOUNG PEOPLE:

- A no-fee banking plan that includes unlimited monthly transactions, for youths under 18 years of age.
- A no-fee banking plan that includes up to 20 free transactions per month, for students 16 to 25 years of age.
- The Student Advantage program that offers a discount on Unlimited accounts, for students 16 to 25 years of age.

FOR SENIORS:

- A no-fee plan with four free transactions per month, for persons aged 65 or over.
- The 60+ Advantage program that offers discounts on two of our most popular banking plans, for persons aged 60 and over.

For further information on our supports for seniors, refer to the Seniors' Code reporting on page 15 of this document.

FOR PERSONS WITH DISABILITIES:

- We provide customers living with disabilities an inclusive banking experience. Our websites and transactional sites are optimized for use with various types of assistive software for persons with disabilities, and our telephone system features a transcription system. The identification process on our online banking platform, LBC*Direct*, is also adapted for use by individuals who are blind or visually impaired.

COMMITMENT TO USING CLEAR LANGUAGE:

- One of our core responsibilities is to ensure our customers understand how our products and services work, as well as their financial rights and obligations. We take great measures to ensure we use clear language when engaging with our customers in print, online, and in person. Further information can be found in Laurentian Bank's Responsible Marketing Policy on our website.

VOLUNTARY CODES OF CONDUCT AND PUBLIC COMMITMENTS

Laurentian Bank is committed to conducting business fairly, transparently and in the best interests of its clients. The Bank has adopted a number of voluntary codes of conduct and public commitments designed to protect customers and strengthen confidence in the financial services sector. These commitments support responsible business practices, customer protection, accessibility, privacy and equitable treatment. A list of the voluntary codes and public commitments to which Laurentian Bank adheres is available on page 35 of our Appendix. Details on how they are made available to customers and the public, can be found on the Bank's website.

On December 2, 2025, Laurentian Bank announced its decision to exit the retail and small and medium-sized enterprise (SME) banking business. Additional information is available in our press release. As a result of this strategic decision, the Bank did not create or launch any new products or services in 2025. Similarly, Laurentian Bank did not undertake any new initiatives or technical assistance programs related to small business financing, nor did it establish any new investments or partnerships in micro-credit programs during the fiscal year.

BRANCHES & AUTOMATIC TELLER MACHINES (ATMS) OPENED OR CLOSED

The following Laurentian Bank **branches** were opened or closed during the 2025 fiscal year.

OPENED

Address	City	Province	Postal Code
2220, rue Sauvé Ouest	Montréal	QC	H4N 0E2
7178, boulevard Langelier	Montréal	QC	H1S 2X6
299, boulevard D'Anjou	Châteauguay	QC	J6J 2R5
6250, boulevard Cousineau, #084	St-Hubert	QC	J3Y 8X9
3530, boulevard Des Forges	Trois-Rivières	QC	G8Y 5H5
285, boulevard St-Luc, #110	St-Jean-sur-Richelieu	QC	J2W 1C5
8230, boulevard Henri-Bourassa Est	Anjou / Montréal	QC	H1E 1P3

CLOSED

Address	City	Province	Postal Code
2490, De Salaberry	Montréal	QC	H3M 1K9
6651, boulevard Joseph-Renaud	Anjou	QC	H1K 3V3
111, boulevard St-Jean-Baptiste	Châteauguay	QC	J6K 3B1
2505, boulevard Laurier	Ste-Foy	QC	G1V 0B9
8646, Maurice-Duplessis	Montréal	QC	H1E 3L1
4450, boulevard Des Forges	Trois-Rivières	QC	G8Y 1W5
605, Place Pierre Caisse	St-Jean-sur-Richelieu	QC	J3A 1P1

The following Laurentian Bank **ATMs** were opened or closed during the 2025 fiscal year.

OPENED

Address	City	Province	Postal Code
2220, rue Sauvé Ouest	Montréal	QC	H4N 0E2
7178, boulevard Langelier	Montréal	QC	H1S 2X6
299, boulevard D'Anjou	Châteauguay	QC	J6J 2R5
6250, boulevard Cousineau, #084	St-Hubert	QC	J3Y 8X9
3530, boulevard Des Forges	Trois-Rivières	QC	G8Y 5H5
285, boulevard St-Luc, #110	St-Jean-sur-Richelieu	QC	J2W 1C5
8230, boulevard Henri-Bourassa Est	Anjou / Montréal	QC	H1E 1P3

CLOSED

Address	City	Province	Postal Code
2490, De Salaberry	Montréal	QC	H3M 1K9
6651, boulevard Joseph-Renaud	Anjou	QC	H1K 3V3
111, boulevard St-Jean-Baptiste	Châteauguay	QC	J6K 3B1
2505, boulevard Laurier	Ste-Foy	QC	G1V 0B9
8646, Maurice-Duplessis	Montréal	QC	H1E 3L1
4450, boulevard Des Forges	Trois-Rivières	QC	G8Y 1W5
605, Place Pierre Caisse	St-Jean-sur-Richelieu	QC	J3A 1P1
2200, rue Fleury Est	Montréal	QC	H2B 1K4
255, boulevard Arthur Sauvé	St-Eustache	QC	J7P 4X5
1370, boulevard Pie XI Nord	Val Bélair	QC	G3J 1W7

HEADCOUNT

Employees by Geography and Contract Type

As at October 31, 2025

Province	Full-Time	Part-Time	Temporary	Total
Alberta	47	–	–	47
British Columbia	16	–	–	16
Newfoundland and Labrador	1	–	–	1
Nova Scotia	1	–	–	1
Ontario	1,053	2	7	1,062
Quebec	1,429	67	29	1,525
All other provinces and territories	–	–	–	–
Subtotal Canada	**2,547**	**69**	**36**	**2,652**
USA	175	–	1	176
Total	**2,722**	**69**	**37**	**2,828**

TAXES PAID (RECOVERED) OR PAYABLE (RECEIVABLE)

CANADA

For the year ended October 31, 2025

(in thousands of Canadian dollars)	Income taxes[1]	Other taxes[2]	Total
Federal	**(2,688)**	**18,426**	**15,738**
Quebec	(676)	28,954	28,278
Ontario	(2,965)	9,992	7,027
Alberta	(180)	–	(180)
British Columbia	–	–	–
New Brunswick	–	112	112
Nova Scotia	–	151	151
Prince Edward Island	–	21	21
Newfoundland and Labrador	(32)	58	26
Saskatchewan	–	–	–
Manitoba	–	–	–
Total provincial	**(3,853)**	**39,288**	**35,435**
Total federal and provincial	**(6,541)**	**57,714**	**51,173**

OTHER COUNTRIES

For the year ended October 31, 2025

(in thousands of Canadian dollars)	Income taxes	Other taxes	Total
Total	**42,728**	**3,182**	**45,910**

1 Estimated amounts
2 Other taxes: Amount including compensatory tax on salaries, payroll tax, property tax and sales taxes.

DATA TABLES AND REGULATORY REPORTING



HUMAN RESOURCES

Representation data is provided as at October 31, 2025. Representation of women is calculated based on information collected from employees at time of hire. Beyond gender, representation data is collected via a voluntary, confidential Self Identification Questionnaire (SIQ), which had a 99.1% completion rate as at October 31, 2025 (excludes Northpoint Commercial Finance Capital Inc.). Please see the next page for definitions relevant to these metrics.

METRIC	UNIT OF MEASURE	2025	2024	2023	2022	2021
Representation of...						
Women, VP+	%	41	40	39	39	36
Women, management	%	46	49	48	49	46
Women, overall	%	56	56	55	55	53
Racialized persons, VP+	%	8	12	15	17	12
Racialized persons, management	%	26	32	30	31	28
Racialized persons, overall	%	39	43	37	39	35
2SLGBTQIA+ persons, overall	%	2	3	3	3	3
People with disability(ies), overall	%	3	4	3	3	3
Indigenous persons, overall	%	4	0.4	0.4	0.4	0.3
Black employees, student roles	%	14	27	0	5	8
Training						
Accessibility Training	Completion rate (%)	97	88	88	97	99
Prevention of Elder Abuse	Completion rate (%)	n/a	n/a	86	93	96
Unconscious Bias Training	Completion rate (%)	100	90	86	94	95
Anti-money laundering and terrorist financing (AMLTF) Training	Completion rate (%)	99	94	92	96	97
Privacy Training	Completion rate (%)	99	96	90	91	98
Data Governance Training	Completion rate (%)	100	n/a	99	93	97
Employee Training	Total hours	47,510	40,150	50,021	51,107	64,779
Employee Training, Average	Average hours per employee	15.1	15.3	17.1	12.6	22.6
Employee Engagement						
Employee Engagement Score	%	82	78	80	77	74

DEFINITIONS

Indigenous Peoples	In accordance with the Employment Equity Act, Indigenous Peoples include First Nations, Inuit and Métis.
Racialized persons	Referred to as “Visible Minorities” under the Employment Equity Act are persons, other than Indigenous Peoples, who are non-Caucasian in race or non-white in colour.
Persons living with a disability/disabilities	In accordance with the Employment Equity Act, persons with a disability(ies) means those who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who: a) consider themselves to be disadvantaged in employment by reason of that impairment, or b) believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment, and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.
2SLGBTQIA+	Refers to individuals who identify as Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, and additional sexual orientations and gender identities.
VP+	Includes all employees at Vice President level and above, including Senior Vice President, Executive Vice President, and President.
Manager	Includes all employees in roles that have been assigned an internal grade level of Management or Business Development Management, based on role requirements as determined by HR and the business lines. Role requirements include setting direction and deploying resources, being accountable for managing people, and being accountable for business, functional or operational areas, processes, or programs. The results of management are primarily achieved through the work of others and typically depend on the manager’s ability to influence and negotiate with parts of the organization where formal authority is not held. This category does not include employees in VP+ roles as those are reported separately.
Employee Engagement Score	Employee engagement score is a measure of overall employee engagement and is calculated based on the average of the percent of favorable responses (4 or 5 on a 1-5 scale) to four questions: 1) Overall, I am extremely satisfied with Laurentian Bank as a place to work. 2) I would gladly recommend Laurentian Bank as a place to work to people I know. 3) I rarely think about looking for a new job with another company. 4) I am proud to work for Laurentian Bank.

COMPLAINTS REPORTING

Laurentian Bank has implemented a complaint handling process to promptly deal with customer complaints in a fair and consistent manner. For more information, consult our Complaints Resolution Process pamphlet. The Head of Complaints Resolution of the Client Complaints Appeal Office (CCAO) is the most senior designated person to deal with complaints if they have not been resolved at Level 1 and 2. The Bank has a prescribed 56 calendar days period to resolve complaints from the time the customer's initial submission to the Bank.

In fiscal year 2025, CCAO has opened 68 cases. This compares to 76 complaints in the previous year. Such cases relate to client's complaints requiring a complete and thorough investigation.

Of those cases, 49 came from clients of Laurentian Bank retail network (including VISA). Of these complaints, our office confirmed the Bank's position in 18 cases, while recommending a favorable settlement in the remaining 31 cases. They were processed within an average of 10 days.

B2B Bank clients escalated 17 complaints to our office. Of these complaints, our office confirmed the Bank's position in 4 cases, while recommending a favorable settlement in the remaining 13 cases. They were processed within an average of 15 days.

The 2 remaining cases concerned LBC Financial Services, for which our office recommended a favorable settlement in 1 case, while the remaining 1 was partially resolved. They were processed within an average of 17 days.

The CCAO received 637 inquiries during the year 2025. These inquiries are relating to our efforts in facilitating customers' access to bank resources best suited to their needs, as well as coaching of bank employees to help them find solutions to issues raised by customers.

Number of complaints handled by the Head of Complaints Resolution in 2025

	LBC	B2B	LBCFS
Credit Card	**4**		
Closure	1		
Transfer	1		
Interest	1		
Transaction	1		
Bank Account	**26**		
Closure	1		
Balance	1		
Payment	1		
Overdraft	1		
Fees	1		
Agreement	1		
Transaction	8		
ATM	2		
Transfer	3		
Digital	3		
Estate	3		
Alert	1		
Mortgages	**9**	**10**	
Agreement	3	2	
Collection	1		
Loan		1	
Payment		2	
Closure	2	1	
Transaction	1		
Service	1		
Estate	1		
Fees		2	
Online banking services		2	
Line of Credit	**2**		
Agreement	1		
Closure	1		

	LBC	B2B	LBCFS
Investments	**5**	**3**	**2**
Interest	1		
Agreement	1		
Closure		1	
Advisory services	1		
Transfer			1
Estate	1		
Fees		1	
Processing		1	
Online banking services	1		1
Loan	**2**	**4**	
Closure		1	
Transaction		1	
Agreement	2		
Collection		2	
Estate	**1**		
Service	1		
TOTAL	**49**	**17**	**2**

SENIORS CODE

Laurentian Bank adopted the Code of Conduct for the Delivery of Banking Services to Seniors (the Code), which was introduced in July 2019 by the Canadian Bankers Association. The Code outlines 7 principles Canadian banks can follow to better serve and meet the needs of customers over the age of 60.

THE SEVEN PRINCIPLES OF THE CODE ARE AS FOLLOWS:

1) Establish and implement appropriate policies, procedures, and processes to support the Code.
2) Communicate effectively with seniors.
3) Provide appropriate training to employees and representatives who serve seniors.
4) Make appropriate resources available to customer-facing employees and representatives to help them understand matters relevant to seniors' banking needs.
5) Endeavour to mitigate potential financial harm to seniors.
6) Take into account market demographics and the needs of seniors.
7) Publicly disclose the steps they have taken to support the principles set out in the Code.

This Code requires that banks designate a Seniors Champion whose responsibilities include providing leadership in the implementation of the Code as well as promoting and raising awareness of matters affecting seniors. Banks must also publish a yearly report on the steps taken to support each principle of the Code and other steps taken to improve the delivery of banking services to seniors. You can find more details in the Canadian Bankers Association's Code of Conduct for the Delivery of Banking Services to Seniors.

IMPLEMENTING THE SENIORS CODE AT LAURENTIAN BANK

Cultivating a "customer-first" culture is at the centre of everything Laurentian Bank does, and we believe that enhancing and simplifying our customer experience is key to meeting the needs of all our customers. We also focus on informing our customers so that they can make smart and sound financial decisions. The Bank is in compliance with the Code having implemented the following measures:

- Appointed a Seniors Champion who actively participates in the implementation of the Code. An internal reporting process facilitates the transmission of potential cases of abuse, financial mistreatment, or fraud to the Seniors Champion who ensures rapid support to all team members. This specialized support service is continuously trained on new developments and new practices in this area. As at October 31, 2025, the Seniors Champion has intervened in 63 cases of potential harm to senior customers. Understanding that this segment of our clientele is more vulnerable to cases of financial mistreatment, abuse or fraud, Laurentian Bank has set up a multidisciplinary committee to discuss cases and take concrete actions. This committee meets monthly and includes representatives from our Legal, Fraud, Compliance and Customer Service teams. The committee held more than 15 meetings in 2025 to discuss cases submitted to the Seniors Champion, enabling the Bank to be proactive with this clientele, take steps to raise awareness and also react promptly to all situations of senior abuse.
- Made procedures available for team members, front-line representatives, and specialized units to be able to identify and escalate potential cases of financial abuse to the Seniors Champion. All procedures are available in a centralized repository of information for all employees. These procedures describe:
  - Key indicators to quickly identify cases of financial mistreatment, abuse or fraud;
  - Procedures to deal with these types of cases; and,
  - Procedures to report to the Seniors Champion all potential cases of abuse.

  An annual review of these procedures allows us to ensure that we comply with the elements of the Code at all times.

To ensure information is easy to access and understand, we implemented a dedicated webpage for seniors and updated our Complaint Resolution Process – Achieving Customer Satisfaction brochure to include the Seniors Champion as an escalation point for seniors.

This dedicated webpage describes all products and services offered to Seniors, such as The 65+ Plan, The Preferred account 60+ Advantage, and The Unlimited account 60+ Advantage. We also describe the lending facilities we offer to seniors, such as the Retirement Line of Credit and Equity Line of Credit insurance. Finally, the webpage provides important information about RRIFs and other investment products. Senior customers can also access tutorials on our electronic services, as well as useful links to get access to our LBC*Direct* Services. Seniors can also communicate directly with the Bank or the Seniors Champion from this page if specific needs arise, such as access to certain documents in specific formats.

Understanding the specific needs of our senior clientele, our branch locations offer confidential spaces for seniors to meet with our advisors and receive extra support to use and access our range of digital services. Seniors can also request support at any time for all ATM transactions within our branch network.

In addition, in March 2025, we invited customers—primarily seniors—to attend fraud awareness sessions held in some of our branches. These sessions were conducted in collaboration with local police.

In October 2025, as part of Cybersecurity Awareness Month, we hosted a webinar to educate our customers about various online frauds and scams, as well as best practices to protect themselves. Throughout the year, on a quarterly basis, we sent emails to our customers highlighting specific fraud trends. The objective was to educate them on how to detect red flags and remain vigilant.

All team members have received training to ensure they are best equipped to serve seniors. The training offered to employees covers the following topics:

- Senior code of conduct background and principles
- Identifying signs of potential financial abuse or financial mistreatment
- Actions to be taken to deal with elderly customers who are victims of abuse or mistreatment
- Procedures on how to report a case of potential harm or abuse
- Types of financial fraud, and
- Best practices to interact with seniors

Our initial Seniors Code training was deployed when the Code first came into force and must be taken by all new customer-facing employees who join the Bank. Additional training for our customer-facing employees, such as webinars, is also provided on an annual basis to ensure that employees are up to date with the latest trends.

OUR CONTINUED PROMISE

Laurentian Bank recognizes the crucial contribution of seniors to our society and, in respecting their needs, we strive to continuously improve how we deliver banking services to our senior customers.

ENVIRONMENT



GOVERNANCE

The Board and its Committees provide oversight of the Bank's strategic approach to climate change and its E&S risks, which includes how the Bank manages climate-related risks and opportunities. Three Committees of the Board of Directors—the Risk Management Committee, the Human Resources and Governance Committee, and the Audit Committee—each have oversight of climate-related risks and opportunities that are specific to their respective oversight responsibilities.

Management oversight of ESG includes an ESG/Climate Risk Committee which is composed of the Chief Financial Officer and the Chief Risk Officer, as well as representatives from the Strategy & Transformation Office, Finance, and Risk Management teams. The ESG/Climate Risk Committee's mandate includes oversight of regulatory-related elements of climate governance, risk, strategy and disclosures, in addition to the current voluntary TCFD participation. The Committee is responsible for making decisions on key elements of the E&S risk roadmap and climate-related financial disclosures.

The Bank also has an Environmental and Social (E&S) Risk Management group, operating under Operational Risk Management, that has E&S risk oversight accountabilities. This includes developing and implementing an E&S risk management framework, policies, processes, and governance to proactively identify, assess, manage, and report on identified risks.

We are continuously working on advancing our E&S risk management capabilities and understanding of the potential direct impacts on our own business and operations, as well as indirect impacts on our customers and suppliers. The Bank recognizes the importance of E&S risk management practices and processes and is committed to regular and transparent disclosure. The Bank supports and has committed to adopting the Financial Stability Board's Task Force on Climate-related Financial Disclosures (TCFD) recommendations. We have developed and continue to execute against our E&S risk roadmap that defines the Bank's short, medium and long-term climate-related priorities which are aimed at enhancing our understanding and disclosure of the evolving impact of climate-related risks. The risks and opportunities related to climate change were also considered by Laurentian Bank as part of our enterprise strategic review.

STRATEGY

Through a comprehensive climate risk assessment of its credit portfolio, Laurentian Bank has developed a qualitative understanding of its exposure to climate-related risks and opportunities. This evaluation also enabled the identification of priority areas concerning environmental and social factors.

The analysis, conducted using a sector-based qualitative approach, assessed transition risks under a scenario of global warming of 1.5°C to 2°C by 2050 and physical risks under a scenario of 3.5°C to 4°C over the same horizon. The most material risks identified include extreme weather events and chronic impacts associated with evolving climate patterns.

In response, the Bank is committed to integrating mitigation and adaptation measures into its processes. These efforts will focus primarily on two key portfolios: residential mortgage lending and commercial real estate financing.

We also conducted the Standardised Climate Scenario Exercise (SCSE), as prescribed by OSFI, to gain meaningful insights into the Bank's exposure to physical and transition risks, its financial position, its financial performance and the impact on its cash flows over the short, medium, and long term. We consider the SCSE to be a foundational step in helping us further embed the results of these scenario exercises into our management information systems, our business strategy and our model.

The bank is revising its strategy in order to adapt its business model and value chain to climate requirements.

RISK MANAGEMENT

CLIMATE-RELATED RISKS ARE CURRENTLY MANAGED UNDER THE OPERATIONAL RISK MANAGEMENT TEAM

The Bank has developed a climate risk heatmapping framework and conducted a climate risk identification and assessment on our commercial loan and residential mortgage portfolios at the sector level. This initial risk assessment helped us identify portfolios and industries that are most susceptible to climate-related risks.

Completion of the Standardised Climate Scenario Exercise (SCSE), as prescribed by OSFI, allowed us to develop, among other things, the Bank's capacity to conduct a climate scenario analysis and risk assessments. The framework will continue to evolve and will assist with the integration of climate risks into our overall risk management approach, guide the Bank's strategy, and serve as a basis for the Bank's climate scenario analysis of these industries.

Climate risk is integrated into the Bank's enterprise risk registry, which serves to identify all potential risks and assess their materiality to the organization. As part of our enterprise-wide climate risk identification and assessment process, the Bank has developed an initial climate risk inventory to evaluate the potential impacts of climate change on the Bank, its assets, and its clients. Legal and regulatory, business or reputational risks could arise from actual or perceived actions, or inaction, in our operations and those of our customers in relation to climate change and other environmental and social risk issues, or our disclosures related to these matters. Risks related to these issues could also affect our customers, third parties or other stakeholders, which could heighten business or reputation risks. Globally, climate-related litigation or enforcement measures could arise from new and more detailed obligations to manage and report climate-related risks.

Over time, the Bank will continue to strengthen its approach by implementing targeted actions to manage and mitigate these risks.

METRICS AND TARGETS

ENERGY CONSUMPTION AND GREENHOUSE GAS EMISSIONS

The Bank's GHG emissions have been calculated by a Corporate Accounting and Reporting Standard ("GHG Protocol"). In 2022 the Bank moved from the financial control approach to the operational control approach for the estimation of GHG emission data.

Under the operational control approach, the reporting company is responsible for all GHG emissions from operations over which it has control. The operational boundary of the Bank's GHG inventory includes direct (Scope 1) and indirect (Scope 2) emissions related to all of the Bank's buildings with operational control. Scope 3 covers emissions from business travel, as well as the corporate real estate and residential mortgage asset classes of financed emissions.

Specifically,

- **Direct emissions**: Emissions from combustion of on-site fuels in stationary sources (boilers, furnaces, etc.) that are owned or controlled by the Bank;
- **Indirect emissions**: Emissions from the generation of purchased electricity, heating, steam and chilled water;
- **Other indirect emissions**: Emissions from the transportation of employees for business-related activities and associated with providing financing to customers related to corporate real estate or residential mortgages.

A portion of the data has been estimated; see below for the methodology and assumptions used.

Laurentian Bank's Scope 1 and 2 GHG emissions have been calculated for our locations, including branches, commercial offices, corporate offices, ATMs, and storage. For many of these locations, energy use is not billed separately, and exact energy type and usage is not known. The Bank continues to work with landlords to improve availability of data. For both Scope 1 and 2 emissions calculations, energy consumption and GHG emissions were estimated using the following approach:

1) Where fuel or electricity consumption data was available from the landlord or utility, actual data was used.
2) Where energy consumption data was not available for a site, but the Bank had actual energy consumption data for >50% of the total square footage of the same facility type, energy consumption was estimated using the energy intensity of the Bank's known building envelope.
3) Where energy consumption data was not available for a site, and the Bank did not have actual consumption data for >50% of the total square footage of the same facility type, energy consumption was estimated using the provincial energy intensity factors published by Natural Resources Canada. Energy consumption data has been collected for November 1, 2024 – October 31, 2025.

Standard energy conversion factors have been sourced from the U.S. Energy Information Administration and Canada Energy Regulator energy conversion tables where required. The Bank intends to continue to use an August – July energy year. For our Scope 3 financed emissions, we calculated based on data from October 31, 2025.

SCOPE 1 – DIRECT EMISSIONS

The Scope 1 emissions are direct GHG emission sources owned or controlled by the Bank. Sources of Scope 1 emissions at each location vary depending on equipment in the building.

A. STATIONARY COMBUSTION

Stationary combustion relates to emissions from the combustion of fuels in stationary sources to generate heat within the Bank's buildings. The two identified fuels relevant to the Bank are the following:

- Natural gas
- Fuel oil

In order to fall under Scope 1, fuel combustion must be directly generated on site, within the operational boundaries of the Bank, where it can account for the amount of fuel consumed. This can be done via thermostat system, meters, or through open channel of communication with the property manager.

In some instances, fuel combustion is controlled by property managers, but the Bank has no visibility on the amount of fuel consumed. If no fuel combustion details are provided on monthly rental invoices, associated emissions are considered to be part of Scope 2 as a form of purchased heat or electricity.

To calculate the GHG emissions from stationary combustion, the Bank multiplies the annual quantity of each fuel consumed at relevant locations by the appropriate emission factors for GHG leveraging the Global Warming Potentials (GWP) from the United Nations Intergovernmental Panel on Climate Change Sixth Assessment Report (AR6).

B. MOBILE COMBUSTION

This source relates to emissions from the combustion of fuels in self-propelled equipment, in other words, emissions from the transportation of materials, products, waste, and employees. As the Bank does not have mobile equipment, this source is not considered in the GHG inventory.

C. PROCESS OR CHEMICAL EMISSIONS

Considering the operations carried out by the Bank, this source of GHG emissions is not considered in this GHG inventory.

D. FUGITIVE EMISSIONS

This source includes emissions from equipment for air conditioning, refrigeration, and freezing leaks refrigerants. In the absence of available data, this emission source is not considered in the GHG inventory at this time.

SCOPE 2 – INDIRECT EMISSIONS

Scope 2 emissions are indirect emissions that occur using purchased electricity, steam, heat, or cooling. Steam, heat (in the form of hot water), and cooling (in the form of chilled water) can be delivered to an organization's facility through a localized grid called a district energy system or through a direct line connection. Although Laurentian Bank does not own or control the sources, its activities require the generation of energy which emits GHG emissions.

A. ELECTRICITY PURCHASED

Purchased electricity can either be sourced directly from the regional grids (location-based) that provide electricity or through contractual arrangements (power purchase agreement or renewable energy certificates) under which the organization procures power from specific sources (market-based). For the fiscal year 2025, the Bank has purchased electricity only from the regional grids and no power purchase agreements have been contracted during that fiscal year, therefore our location-based and market-based Scope 2 GHG emissions are equal. All Laurentian Bank facilities consume electricity. To calculate the GHG emissions from electricity purchased, we multiplied the annual electricity consumption by emission factors specific to the building location. For buildings located in Canada, we use the emission factors presented in the most recent National Inventory Report. For buildings located in the U.S., we use the factors from the most recent EPA eGrid.

B. STEAM, HEAT AND COOLING

Steam, heat, and cooling can be purchased through a local grid or directly from a supplier. As noted in the "Stationary Combustion" section, fuel consumption in a combustion system not under the control of the Bank is reported in this category as indirect emissions. Fuel consumption is converted into GHG emissions using the same approach as Scope 1 Stationary Consumption.

ENERGY CONSUMPTION	2025	2024	2023	2022	2021	UNITS
Fuel Consumption						
Gas Consumption	3,515	1,361	1,332	2,280	1,465	GJ
Oil Consumption	38	76	110	180	110	GJ
Total Fuel Consumption	**3,553**	**1,437**	**1,442**	**2,460**	**1,575**	**GJ**
Electricity Consumption						
Quebec	28,048	29,405	34,310	38,385	39,203	GJ
Ontario	4,529	6,212	8,652	13,765	13,708	GJ
Alberta	228	153	215	191	252	GJ
British Columbia	193	193	146	182	131	GJ
Newfoundland and Labrador	26	7	7	7	10	GJ
Manitoba	0	0	91	84	82	GJ
United States	n/a	987	987	1022	532	GJ
Total Electricity Consumption	**33,022**	**36,957**	**44,408**	**53,636**	**53,989**	**GJ**
Steam, Heating, and Cooling						
Indirect Heating	1,690	6,072	5,465	6,681	6,950	GJ
Chilled Water	2,283	2,226	2,365	4,373	5,924	GJ
Steam	3,163	2,855	2,991	5,917	6,613	GJ
Total Steam, Heating, and Cooling	**7,135**	**11,153**	**10,820**	**16,971**	**19,487**	**GJ**
Total Energy Consumption	**43,710**	**49,547**	**56,671**	**73,067**	**75,051**	**GJ**

The increase in natural gas consumption is due to certain facilities switching from electricity to natural gas for heating.

Data on NCF scope 1 and scope 2 GHG emissions in 2025 was not available at the time of report preparation.

SCOPE 3 – OTHER INDIRECT EMISSIONS

Scope 3 emissions include emissions from activities or assets not under the Bank's operational control or included in Scope 2, but which are impacted by our value chain. The Bank is providing analysis on two Scope 3 categories included in the GHG Protocol in 2022 – Category 6 (Business Travel) and Category 15 (Investments, commonly referred to as Financed Emissions).

For Category 15, we calculate emissions in accordance with the Partnership for Carbon Accounting Financials (PCAF) and are including two asset classes at this time (CRE and residential mortgages). The Bank intends to expand the coverage of our Scope 3 reporting to include other material categories and improve data quality over time.

A.BUSINESS TRAVEL

Data collected and used have been broken down into the following categories: airfare, personal car mileage, taxi, train, car rental and public transport. For personal car mileage, distance travelled is reported and has been used without any further assumptions. All other categories have been calculated using a spend-based methodology based on expense reporting.

BUSINESS TRAVEL	METHOD	2025	2024	2023	2022	2021	UNITS
Airfare	Spend-Base	326	316	248	217	13	tCO_2e
Personal Car Mileage	Distance Based	243	213	171	141	83	tCO_2e
Taxi	Spend-Base	39	33	29	28	24	tCO_2e
Train	Spend-Base	19	14	11	7	1	tCO_2e
Car Rental	Spend-Base	7	6	5	5	1	tCO_2e
Public Transport	Spend-Base	1	1	1	1	–	tCO_2e
Total Transportation		**635**	**583**	**465**	**399**	**122**	**tCO_2e**

B. FINANCED EMISSIONS

For financial institutions like Laurentian Bank, the largest emissions impacts are expected to be indirect, through our financing activities. In 2022, the Bank joined the Partnership for Carbon Accounting Financials (PCAF) and applies their methodology for relevant asset classes to calculate Scope 3 financed emissions.

For this 2025 ESG Report, the Bank has estimated the financed emissions associated with the Corporate Real Estate (CRE) and Residential Mortgages PCAF asset classes. This choice was influenced by two factors: relative size of portfolio and data availability. CRE and mortgages are the largest of the PCAF asset classes at Laurentian Bank. The Bank is engaged in industry working groups to improve availability of data and estimation tools for mortgages and other PCAF asset classes.

CALCULATION APPROACH ASSET CLASS DEFINITION

For CRE, PCAF includes on-balance sheet loans for the purchase and refinance of on-balance sheet investments in CRE when the financial institution has no operational control over the property and where owner uses the property to conduct income-generating activities. Loans that are secured by CRE, but where the use of proceeds are unknown (as defined by the GHG protocol), are not included in CRE and will be included in the business loans asset class in the future. Loans for construction and renovation of CRE, as well as industry loans, were excluded from the calculation of CRE financed emissions, in accordance with PCAF.

For mortgages, PCAF includes on-balance sheet loans for the purchase and refinance of residential property, including individual homes and small-unit multi-family housing, implying that properties are used for residential purposes and not for commercial activities. Home equity loans, mortgages used for construction, mortgages used for renovation and mortgage lines of credit with unknown use of proceeds were excluded from the calculation of mortgages financed emissions, in accordance with PCAF.

Emission scopes covered: In estimating the Bank's Scope 3 financed emissions from CRE and mortgages, we have chosen to only include Scope 1 and 2 emissions of our mortgage and CRE customers in the calculation. Including a customer's Scope 3 emissions is optional for this asset class, and we do not have access to data to estimate Scope 3 emissions for our mortgages and CRE customers at this time.

Data quality: Access to quality data to enable estimation of emissions data is a key area of focus across financial services firms. To enable initial disclosure of financed emissions, PCAF has laid out a data quality hierarchy for each asset class, applying a score of 1 (best) to 5 (lowest). Information on the data quality hierarchy for CRE and mortgages is included in the table on page 27.

In this CRE review, we were able to attain data required for a data quality level of 4 or 5 for 100% of the PCAF eligible portfolio, with an average data quality score of 5.0. In the residential mortgages review, we were able to attain data required for a data quality level of 5 for 100% of the PCAF eligible portfolio.

Emission factors: To estimate the Scope 1 and Scope 2 emissions for mortgage customers, we leveraged the PCAF online emissions factor database. This database provides mortgage emissions factors by province and building usage on a per dwelling, per building, or per m^2 basis, sourced from the Government of Canada Natural Resources Canada. At time of calculation the most recent data in the PCAF database reflected 2019 average emission factors for CRE and mortgages. We will update our calculations as more recent emissions data becomes available in the PCAF database.

Attribution factor: PCAF methodology uses an attribution factor to calculate the portion of a customer's emissions attributable to a financial institution's loan or investment. For real estate asset classes, this factor is calculated as the outstanding amount financed by the Bank divided by the property value at origination.

Next steps: Moving forward, we will continue to work to expand the coverage and data quality of our Scope 3 financed emissions calculations. We will continue to report on Scope 3 financed emissions annually.

Corporate Real Estate PCAF Calculations

	OUTSTANDING CORPORATE REAL ESTATE LOANS As at October 31, 2024		ESTIMATED EMISSIONS (tCO_2e)			
DATA AVAILABLE	**Balance ($M)**	**% of Total**	**Customer Scope 1**	**Customer Scope 2**	**Total**	**Data Quality Score**
Primary data on actual building energy consumption + Supplier-specific emission factors	–	–	–	–	–	1
Primary data on actual building energy consumption + Average emission factors	–	–	–	–	–	2
Official building energy labels + Floor area + Average emission factors	–	–	–	–	–	3
Building type + Location + Floor area + Average emission factors	84	1	1,037	67	1,104	4
Building type + number of buildings	6,595	99	60,056	7,376	67,432	5
Insufficient data to estimate	–	–	–	–	–	5
Total	**6,679**	**100**	**61,093**	**7,444**	**68,537**	**5**

Explanation

According to PCAF definition of asset class, which may differ from Laurentian Bank's own definition; therefore, total CRE and mortgage portfolio size may differ from other public disclosures. Although excluded from calculations, insufficient data was classified as a 5 when weighting the average data quality score. This was to ensure our reported data score reflects the full CRE portfolio according to the PCAF definition, and to allow improvements in data quality to be more accurately tracked over time.

Mortgage PCAF Calculations

	OUTSTANDING MORTGAGE LOANS As at October 31, 2024		ESTIMATED EMISSIONS (tCO_2e)			
DATA AVAILABLE	**Balance ($M)**	**% of Total**	**Customer Scope 1**	**Customer Scope 2**	**Total**	**Data Quality Score**
Building type + number of buildings	14,983	100	88,873	37,191	126,064	5
Insufficient data to estimate	–	–	–	–	–	–
Total	**14,983**	**100**	**88,873**	**37,191**	**126,064**	**5**

GHG Emissions

	2025	2024	2023	2022	2021	UNIT
Scope 1	184	75	76	130	83	tCO_2e
Scope 2 (location-based)	508	682	692	967	983	tCO_2e
Scope 2 (market-based)	508	682	692	967	983	tCO_2e
Total Scope 1 and 2 (location and market-based and mortgage) GHG emissions	**692**	**757**	**768**	**1,097**	**1,066**	**tCO_2e**
Scope 3 (business travel)	635	583	465	399	122	tCO_2e
Scope 3 (financed emissions, CRE)	–	68,537	67,161	67,820	57,537	tCO_2e
Average data quality, CRE	–	5.0	4.6	4.6	4.6	tCO_2e
Scope 3 (residential mortgages)	–	126,064	138,474	127,029	–	tCO_2e
Average data quality, mortgages	–	5	5	5	–	tCO_2e

Explanation

In 2022 the Bank estimated our combined Scope 1 and Scope 2 GHG emissions at 1,097 tCO_2e. With the reduction and downsizing of branches and corporate offices spaces, the Bank reduced that number by 37% to 692 tCO_2e in 2025. This decrease in emissions is a positive step forward and exceeds our targeted goal of a 35% reduction from the 2022 baseline by 2030.

Compared to 2024, our Scope 1 and 2 GHG Emissions were reduced by 8% mostly driven by the reduction of our office space. This is aligned with our flexible hybrid work model where working from home is the first approach for all tasks that can be performed remotely.

As for Scope 3 emissions, more specifically, business travel, they increased by 9% in 2025 compared to last year due to an increase in air travel and car mileage. This increase in travel is due to the end of pandemic restrictions and more recently the increase of in-person visits to clients and employees.

For our Scope 3 financed emissions, we calculated based on data from October 31, 2024, as we began the assessment process before the end of the 2025 fiscal year. As for the financed emissions of Commercial Real Estate, their level is similar to 2023 since our portfolio has remained relatively stable due to high interest rates. Regarding residential mortgages, the total decreased by 9% in line with the decline of our portfolio.

CAUTION REGARDING FORWARD-LOOKING STATEMENTS

From time to time, Laurentian Bank of Canada and, as applicable its subsidiaries (collectively referred to as the Bank) will make written or oral forward-looking statements within the meaning of applicable Canadian and United States (U.S.) securities legislation, including, forward-looking statements contained in this document (and in the documents incorporated by reference herein), as well as in other documents filed with Canadian and U.S. regulatory authorities, in reports to shareholders, and in other written or oral communications. These forward-looking statements are made in accordance with the "safe harbor" provisions of, and are intended to be forward-looking statements in accordance with, applicable Canadian and U.S. securities legislation. They include, but are not limited to; statements regarding the Bank's vision, strategic goals, business plans and strategies, priorities and financial performance objectives; the economic, market, and regulatory review and outlook for Canadian, U.S. and global economies; the regulatory environment in which the Bank operates; the risk environment, including, credit risk, liquidity, and funding risks, and legal and regulatory risk; statements under the heading "Risk Appetite and Risk Management Framework" contained in the 2025 Annual Report, including, the MD&A for the fiscal year ended October 31, 2025; and other statements that are not historical facts.

Forward-looking statements typically are identified with words or phrases such as "believe", "assume", "estimate", "forecast", "outlook", "project", "vision", "expect", "foresee", "anticipate", "intend", "plan", "goal", "aim", "target", and expressions of future or conditional verbs such as "may", "should", "could", "would", "will", "intend" or the negative of any of these terms, variations thereof or similar terminology.

By their very nature, forward-looking statements require the Bank to make assumptions and are subject to inherent risks and uncertainties, both general and specific in nature, which give rise to the possibility that the Bank's predictions, forecasts, projections, expectations, or conclusions may prove to be inaccurate; that the Bank's assumptions may be incorrect (in whole or in part); and that the Bank's financial performance objectives, visions, and strategic goals may not be achieved. Forward-looking statements should not be read as guarantees of future performance or results, or indications of whether or not actual results will be achieved. Material economic assumptions underlying such forward-looking statements are set out in the 2025 Annual Report under the heading "Outlook", which assumptions are incorporated by reference herein.

Specifically, statements regarding the Acquisition Transaction and the National Bank Transactions (collectively, in this section only, the "Transactions") are all considered to be forward-looking statements.

The Bank cautions readers against placing undue reliance on forward-looking statements, as a number of factors, many of which are beyond the Bank's control and the effects of which can be difficult to predict or measure, could influence, individually or collectively, the accuracy of the forward-looking statements and cause the Bank's actual future results to differ significantly from the targets, expectations, estimates or intentions expressed in the forward-looking statements. These factors include, but are not limited to general and market economic conditions; inflationary pressures; the dynamic nature of the financial services industry in Canada, the United States, and globally; the risk that the Transactions will not be completed on the terms and conditions, or on the timing, currently contemplated; that the Transactions may not be completed at all, due to a failure to obtain or satisfy, in a timely manner or otherwise, required Laurentian Bank shareholder in respect of the Acquisition Transaction and regulatory approvals and other conditions to the closing of the Transactions or for other reasons; the risk that competing offers or acquisition proposals will be made; the negative impact that the failure to complete the Transactions, for any reason, could have on the price of the Laurentian Bank Shares or on the business of Laurentian Bank; the possibility of adverse reactions or changes in business relationships resulting from the announcement or completion of the Transactions; risks relating to Laurentian Bank's ability to retain and attract key personnel during and following the interim period; the possibility of litigation relating to the Transactions; credit, market, currency, operational, liquidity and funding risks generally and relating specifically to the Transactions, including changes in economic conditions, interest rates or tax rates; and those other risks discussed in greater detail under the "Other Risks That May Affect Future

Results" section of Laurentian Bank's 2025 Annual Report; risks relating to credit, market, liquidity, funding, insurance, operational and regulatory compliance (which has resulted in, or which could lead to, the Bank being subject to various legal and regulatory proceedings, the potential outcome of which could include regulatory restrictions, and orders to pay damages, penalties, and fines); reputational risks; exposure to, and resolution of, significant litigation or regulatory matters, the appeal of favorable outcomes and our ability to successfully appeal adverse of such matters, and the timing, determination and recovery of amounts related to such matters; competitive and systemic risks; supply chain disruptions; geopolitical events and uncertainties; government sanctions and tariffs (both domestic and foreign); conflict, war, or terrorism; and various other significant risks discussed in the risk-related portions of the Bank's 2025 Annual Report, such as those related to: Canadian and global economic conditions; Canadian housing and household indebtedness; technology, information systems and cybersecurity; technological disruption, privacy, data and third party-related risks; competition; the Bank's ability to execute on its strategic objectives; digital disruption and innovation (including, emerging fintech competitors); changes in government fiscal, monetary and other policies; tax risk and transparency; fraud and criminal activity; human capital; business continuity; emergence of widespread health emergencies or public health crises; environmental and social risks including, climate change; and various other significant risks, as described beginning on page 40 of the 2025 Annual Report, including the MD&A, which information is incorporated by reference herein. The Bank further cautions that the foregoing list of factors is not exhaustive. When relying on the Bank's forward-looking statements to make decisions involving the Bank, investors, financial analysts, and others should carefully consider the foregoing factors, uncertainties, and current and potential events.

Any forward-looking statements contained herein or incorporated by reference represent the views of management of the Bank only as at the date such statements were or are made, are presented for the purposes of assisting investors, financial analysts, and others in understanding certain key elements of the Bank's financial position, current objectives, strategic priorities, expectations and plans, and in obtaining a better understanding of the Bank's business and anticipated financial performance and operating environment and may not be appropriate for other purposes. The Bank does not undertake any obligation to update any forward-looking statements made by the Bank or on its behalf whether as a result of new information, future events or otherwise, except to the extent required by applicable securities legislation. Additional information relating to the Bank can be located on SEDAR+ at www.sedarplus.ca.

APPENDIX



The Office of the Superintendent of Financial Institutions (OSFI) is Canada's federal regulator responsible for overseeing the safety and soundness of federally regulated financial institutions (FRFI), including banks and insurers.

OSFI's Guideline B-15 (Climate Risk Management) sets mandatory expectations for these institutions to identify, assess, manage, and disclose climate-related financial risks—covering governance, strategy, risk management, scenario analysis, and greenhouse-gas emissions reporting—while addressing both physical and transition risks and aligning disclosure requirements with global standards.

OSFI Section	OSFI B15 Disclosure Expectations	Index
Governance	**OSFI A2-2 Governance (a) – Board oversight** Describe the governance body(ies) (e.g., board of directors, committee, other) or individual(s) responsible for oversight of climate-related risks and opportunities, including their identity, responsibilities, skills and competencies, process around staying informed, oversight of strategy, major transactions, risk management processes, target setting and monitoring progress towards those targets, and a description of whether and how climate-related considerations are factored into their remuneration.	Section Governance
	OSFI A2-2 Governance (b) – Management oversight Describe management's role in monitoring, managing, and overseeing climate-related risks and opportunities, including the identity of the management-level position or committee as applicable, its governance processes, controls, and procedures, and how oversight is exercised over that position or committee.	Section Governance
Strategy	**OSFI A2-2 Strategy (a) – Climate Risks and Opportunities Across Time Horizons** Describe the climate-related risks and opportunities the FRFI has identified that could reasonably be expected to affect its cash flows, access to finance or cost of capital, including: ▪ The classification of each climate-related risk as either physical or transition risk; ▪ The expected timeframe for the occurrence of effects associated with each risk and opportunity (short, medium, or long term); ▪ The FRFI's definitions of "short term," "medium term," and "long term" in relation to strategic decision-making planning horizons.	Section Strategy
	OSFI A2-2 Strategy (b)(i) – Business Model and Value Chain Describe: ▪ the current and anticipated effects of climate-related risks and opportunities on the FRFI's business model and value chain; ▪ where in the FRFI's business model and value chain the climate-related risks and opportunities are concentrated.	Section Strategy
	OSFI A2-2 Strategy (b)(i) – Strategy and Decision Making Disclose information about current and anticipated: ▪ changes to the FRFI's business model, including its resource allocation, to address climate-related risks and opportunities; ▪ direct mitigation and adaptation efforts; ▪ indirect mitigation and adaptation efforts	Section Strategy
	OSFI A2-2 Strategy (b)(i) – Financial Position, Financial Performance and Cash Flows Describe: ▪ how climate-related risks and opportunities have affected the FRFI's financial position, financial performance, and cash flows for the reporting period; ▪ how the FRFI expects its financial position, financial performance, and cash flows to change over the short, medium, and long term, given its strategy to manage climate-related risks and opportunities	Section Strategy
	OSFI A2-2 Strategy (b)(ii) – Climate Transition Plan Describe the FRFI's climate transition plan. See Climate Transition Plan Risk Management Expectation in Chapter 1 of this Guideline.	N/A
	OSFI A2-2 Strategy (c) – Resilience of Strategy Describe the resilience of the FRFI's strategy, taking into consideration different climate-related scenarios, including a scenario which limits warming to the level aligned with the latest international agreement on climate change, or lower.	N/A

Risk management	**OSFI A2-2 Risk Management (a) – Process for Climate-related Risk Identification, Assessment, Prioritization, and Monitoring** Disclose information about the FRFI's processes and related policies for identifying, assessing, prioritizing, and monitoring climate-related risks. In meeting this disclosure expectation, the FRFI should explain how it has applied Principle 3 in Chapter 1 of this Guideline.	Section Risk management
	OSFI A2-2 Risk Management (b) – Process for Climate-related Opportunity Identification, Assessment, Prioritization, and Monitoring Disclose information about the FRFI's processes for identifying, assessing, prioritizing, and monitoring climate-related opportunities, including information about whether and how the FRFI uses climate-related scenario analysis to inform its identification of climate-related opportunities.	Section Risk management
	OSFI A2-2 Risk Management (c) – Integration of Climate Risks and Opportunities in Overall Risk Management Processes Disclose information about the extent to which, and how the FRFI's processes for identifying, assessing, prioritizing, and monitoring climate-related risks and opportunities are integrated into and inform the FRFI's overall risk management process.	Section Risk management
Metrics and targets	**OSFI A2-2 Metrics and Targets (a) – Summary of Climate-related Metrics** Disclose metrics used by the FRFI to assess climate-related risks and opportunities in line with its strategy and risk management process.	N/A
	OSFI A2-2 Metrics and Targets (b)(i) – Operational Scope 1 and 2 Emissions Disclose separately the FRFI's Scope 1 and location-based Scope 2 absolute gross GHG emissions for the period. Disclose the measurement approach, inputs, and assumptions the FRFI uses to measure its Scope 1 and Scope 2 GHG emissions, and the underlying reasons for these decisions. Disclose the reporting standard used by the FRFI to calculate and disclose GHG emissions. If the reporting standard used by the FRFI is not the GHG Protocol Corporate Standard, disclose how the reporting standard used by the FRFI is comparable.	Section Metrics and targets
	OSFI A2-2 Metrics and Targets (b)(ii) – Financed Emissions Disclose the FRFI's Scope 3 absolute gross GHG emissions for the period. In preparing its Scope 3 GHG emissions disclosure, the FRFI should consider its entire value chain and all 15 categories of Scope 3 GHG emissions, disclose which of these categories are included in the Scope 3 GHG emissions disclosure, and ensure inclusion of Category 15: Investments emissions. Disclose the measurement approach, inputs, and assumptions the FRFI uses to measure its Scope 3 GHG emissions, and the underlying reasons for these decisions. Disclose the reporting standard used by the FRFI to calculate and disclose GHG emissions. Disclose: 1. The FRFI's absolute gross financed emissions, disaggregated by Scope 1, Scope 2 and Scope 3 GHG emissions by asset class and for any corporate investments or loans (i.e., the following asset classes under PCAF A: Listed equity, corporate bonds, business loans, and unlisted equity), by sector. When disaggregating by: i. Asset class – the disclosure should include, at a minimum, investments, and loans. ii. Sector – the FRFI should use the OSFI designated sectors for classifying counterparties, reflecting the latest version of the classification system available at the reporting date. 2. The FRFI's gross exposure to each asset class as the carrying amounts (before subtracting the loss allowance, when applicable), expressed in Canadian dollars. 3. The percentage of the FRFI's gross exposure included in the financed emission calculation. The FRFI should: i. If the percentage of the FRFI's gross exposure included in the financed emission calculation is less than 100%, explain the exclusions (e.g., due to lack of methodology or lack of data), including the type of assets excluded. 4. The methodology the FRFI used to calculate its financed emissions, including the method of allocation the FRFI used to attribute its share of emissions in relation to the size of the gross exposure.	Section Metrics and targets
	OSFI A2-2 Metrics and Targets (b)(iii) – Additional and specific information about FRFIs' Category 15 Investments emissions Disclose the following, as applicable: For in-scope FRFIs that participate in asset management activities, disclose: 1. The FRFI's absolute gross financed emissions pertaining to assets under management (AUM25), disaggregated by Scope 1, Scope 2, and Scope 3 GHG emissions. 2. For each of the disaggregated items in (1), above, the total amount of AUM25 that is included in the financed emissions disclosure, expressed in Canadian dollars. 3. The percentage of the FRFI's total AUM25 included in the financed emissions calculation. i. If the percentage is less than 100%, the FRFI should explain the exclusions (i.e., due to lack of methodology or lack of data), including types of assets and the associated amount of AUM25. 4. The methodology used to calculate the financed emissions from AUM25, including the method of allocation the FRFI used to attribute its share of emissions in relation to the size of the AUM25 balance.	Section Metrics and targets

Metrics and targets (continued)	**OSFI A2-2 Metrics and Targets (c) – Climate-related Targets** Disclose any quantitative and qualitative climate-related targets the FRFI has set to monitor progress towards achieving its strategic goals, including: ▪ The objective of the target; ▪ The period over which the target applies; ▪ The base period from which progress is measured; ▪ Any revisions to the target and an explanation of those revisions; Disclose information about the FRFI's approach to setting and reviewing each target and how it monitors progress against each target; Disclose information about the FRFI's performance against each climate-related target and an analysis of trends or changes in the FRFI's performance. For any GHG emissions target disclosed (and the corresponding metrics, if applicable), disclose it both gross of, and net of, carbon offsets, if applicable, and explain the type of offset (for example, carbon credit, nature-based, other).	N/A
	OSFI A2-2 Metrics and Targets (d) – Cross Industry Metrics Disclose the following cross-industry metrics: ▪ climate-related transition risks: the amount and percentage of assets or business activities vulnerable to climate-related transition risks; ▪ climate-related physical risks: the amount and percentage of assets or business activities vulnerable to climate-related physical risks; ▪ climate-related opportunities: the amount and percentage of assets or business activities aligned with climate-related opportunities; ▪ capital deployment: the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities; ▪ internal carbon price: i. an explanation of whether and how the FRFI is applying a carbon price in decision-making (for example, investment decisions, transfer pricing and scenario analysis); and ii. the price for each metric tonne of GHG emissions the entity uses to assess the costs of its GHG emissions. ▪ remuneration: i. the percentage of Senior Management and other material risk-takers' remuneration recognized in the current period that is linked to climate-related considerations. (Mandatory for D-SIBs and IAIGs only)	N/A
	OSFI A2-2 Metrics and Targets (e) – Industry-based Metrics Disclose industry-based metrics. In determining the industry-based metrics that the FRFI discloses, consider the applicability of the industry-based metrics associated with disclosure topics described in the Industry-based Guidance on Implementing IFRS S2 (Financials Sector, as applicable to the FRFI's business model/activities).	N/A

CODES OF CONDUCT

Voluntary codes of conduct	**Code of conduct for federally-regulated financial institutions – mortgage pre-payment information** This code outlines the type of information consumers will receive to help them make an informed decision about the pre-payment of their mortgage.
	Code of conduct for the payment card industry in Canada This code describes practices and responsibilities, which help to protect consumers who use debit card services.
Canadian Bankers Association	**Code of conduct for authorized insurance activities** This code details the banking standards for branch employees selling credit, travel and personal accident insurance. It deals with training, disclosure, promotion practices, customer privacy protection and complaints procedures.
	Canadian code of practice for consumer debit card services This code sets the principles for business practices on the issuance and acceptance of payment cards and operation of payment card networks.
	Code of conduct for the delivery of banking services to seniors This code defines the principles that apply to banks to guide them when delivering banking products and services to seniors. The principles cover topics such as policies and procedures, effective communication, training and resources for employees and representatives.
	Model code of conduct for bank relations with small- and medium-sized businesses The Canadian Bankers Association (CBA) developed a code of minimum standards for banks when dealing with small and medium sized businesses (SMB).
	Principles of consumer protection for electronic commerce: a Canadian framework These principles provide a framework for commerce over open networks, including the internet.

PUBLIC COMMITMENTS

Canadian Bankers Association	**Commitment to provide information on mortgage security** This public commitment outlines information banks must provide on the mortgage security they take when consumers borrow funds to purchase a home.
	Commitment on powers of attorney and joint deposit accounts This public commitment sets out the minimum information about powers of attorney (POA) and joint deposit accounts banks must provide consumers who want to give someone else the authority to do banking for them.
	Guidelines for the transfer of registered plans These guidelines define the maximum amount of time banks may need when transferring registered deposits between financial institutions.
	Online payments This public commitment describes the practices and responsibilities of consumers and the industry when using online payments systems in Canada.
	Plain language mortgage documents This guide reflects the banking industry's commitment to improving the understanding and readability of residential mortgage documents.
	Commitment on modification or replacement of existing products or services This public commitment describes the procedures for banks to provide consumers with information on the modification or replacement of existing products and services.
	Low-cost and no-cost accounts Canadian banks are committed to providing low-cost and no-cost bank accounts. This commitment aims to protect consumers and save Canadians money by making low-cost accounts available to any individual. It also offers no-cost accounts to youths, students, seniors receiving the Guaranteed Income Supplement (GIS), beneficiaries of a Registered Disability Savings Plan (RDSP), newcomers during their first year in Canada, and Canadians receiving social assistance under certain provincial and territorial programs.
Fraud protection	• Visa • Interac® These commitments outline the liability to consumers when there are fraudulent transactions on their credit card or debit card.
	Principal protected notes regulation This document covers Laurentian Bank's public commitment to issue principal protected notes (PPNs) electronically or by phone.

For more information

You can also find these voluntary codes of conduct and public commitments on the Canadian Bankers Association website.

ACHIEVING CUSTOMER SATISFACTION

At Laurentian Bank, customer satisfaction is our top priority. That's why we welcome your comments on our policies and service quality. We respond quickly when there's a concern that needs our attention.

Ideally, problems should be resolved directly between the parties involved, but that's not always possible.

For those situations, we've created the Quality Management and Compliance team to improve service quality, provide assistance to customers upon request and communicate, when necessary, with the required authorities.

Laurentian Bank is committed to several voluntary banking industry codes designed to protect consumers, and which describe the rights and responsibilities of the bank and our clients. These include the online payments code, the Canadian code of practice for consumer debit cards and the CBA code of conduct for authorized insurance activities.

COERCIVE TIED SELLING

At Laurentian Bank and our subsidiaries, we require our employees to fully comply with the law by staying clear of coercive tied selling.

Coercive tied selling

REPORT WRONGDOING AND WHISTLEBLOWING

At Laurentian Bank, we're committed to a culture of compliance where we uphold the highest standards of ethical conduct. That's why we have a process to report wrongdoing.



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