

PILLAR TWO: EMBEDDING GOOD PRACTICES

GRI 102-8, 102-16, 102-17, 207-1, 207-2, 401-1, 401-2, 404-1, 404-2, 404-3, 403-5, 403-6, 403-9, 403-10, 405-1

Embedding good practices is fundamental to the long-term sustainability of the Group. We strive to foster and integrate sustainable practices and responsible behaviour within the Group by upholding high standards of corporate governance and ethical business conduct and also by promoting a workplace culture that is engaging, inclusive and caring. We seek to manage our operational footprint through various programmes and initiatives.

KEY CAPITALS



PRIMARY SDGs



VALUE TO STAKEHOLDER GROUPS

- Employees
- Business Partners
- Regulators & Policymakers
- Shareholders & Investors

Focus Area(s) and Material Matter(s)

Ethics & Governance

- Good Business Governance
- Data Protection and Cybersecurity
- Dynamic Regulatory Landscape

People & Workplace

- Talent Management
- Employee Training and Education
- Employee Health, Safety and Wellness
- Diversity and Equal Opportunity

Environmental Stewardship

- Environmental Stewardship
- Climate Change*

Sustainable Procurement

- Sustainable Procurement

■ achieved ■ on track

Targets and Selected Key Indicators

- Maintained 30% women's representation on RHB Bank Berhad's Board of Directors.
- Achieved 90% in Employee Engagement Score - on par with the Group's target score for 2021 and industry average.
 - Average annual training hours per employee recorded at 48 hours.
 - 52.5% women in Top and Senior Management.
- Operational Greenhouse gas ("GHG") emissions intensity per employee reduced by 41% in 2021 (vs 38% in 2020) against baseline 2016 (43,233 tCO₂eq).
- Spent RM689.9 million on 523 local suppliers and vendors or 93% of the Group's total suppliers and vendors in Malaysia.

* Material matter that appears in more than one Focus Area.

CORPORATE GOVERNANCE & INTEGRITY



This section should be read together with RHB Bank Berhad's Integrated Report 2021 and Corporate Governance Report 2021 available at www.rhbgroup.com.

OUR APPROACH

At RHB, we are committed to upholding the highest standards of good corporate governance and strive to demonstrate this through good business conduct. As a responsible and sustainable financial services provider, we instill a strong compliance culture to inculcate trustworthy practices among our stakeholders.

Our efforts are pillared by robust policies and frameworks across governance, compliance and risk management that are regularly reviewed and updated to meet the demands of the rapidly changing business environment and regulatory landscape.

We will continue to ensure that RHB is well-managed and less susceptible to the volatile business environment by enhancing our approach and practices in:

- CORPORATE GOVERNANCE
- INTEGRITY, CONDUCT AND CULTURE
- COMPLIANCE CULTURE
- TAX TRANSPARENCY
- RISK MANAGEMENT*
- DATA PROTECTION & CYBERSECURITY

CORPORATE GOVERNANCE AND THE BOARD

The Board

The Board is committed to upholding high standards of integrity and strong business governance to continue to be the main driver of RHB's corporate governance management and culture, ensuring the integration of professional business ethics across the Group. As such, the Board continues to exercise fiduciary duty as guardian of public monies by maintaining vigilant oversight of the performance of the Management, including decision-making on risk management, leadership, diversity and the sustainability agenda. The Board's decision-making process involves a two-way dialogue with Senior Management, taking relevant issues into consideration before decisions are made and maintaining an open communication channel to ensure critical information is not overlooked. The Group's governance structure

*Note:



Captured under Sustainable Financing for ESG Risk Management.



Captured under Risks & Opportunities and Statement on Risk Management and Internal Control.

EMBEDDING GOOD PRACTICES - Ethics and Governance

has put in place relevant provisions for the Board to delegate specific functions and responsibilities, while the ultimate oversight remains with the Board.

The Board's operations are guided by its Board Charter and the Board's delegated responsibilities are guided by the clearly defined Terms of Reference ("ToR") of the respective Board Committees. The ToR are reviewed periodically by the Board and respective committees to ensure their mandates are carried out in line with best practices and regulatory requirements. The composition of the Board Committees is periodically reviewed by the Board and, where required, improved with the support of the Board Nominating & Remuneration Committee.

The Board has put in place a Board Governance Handbook ("BGH") that provides quick and easy reference on all the policies and guidelines that support the Board in its roles and responsibilities. The BGH contains, among others, the following:

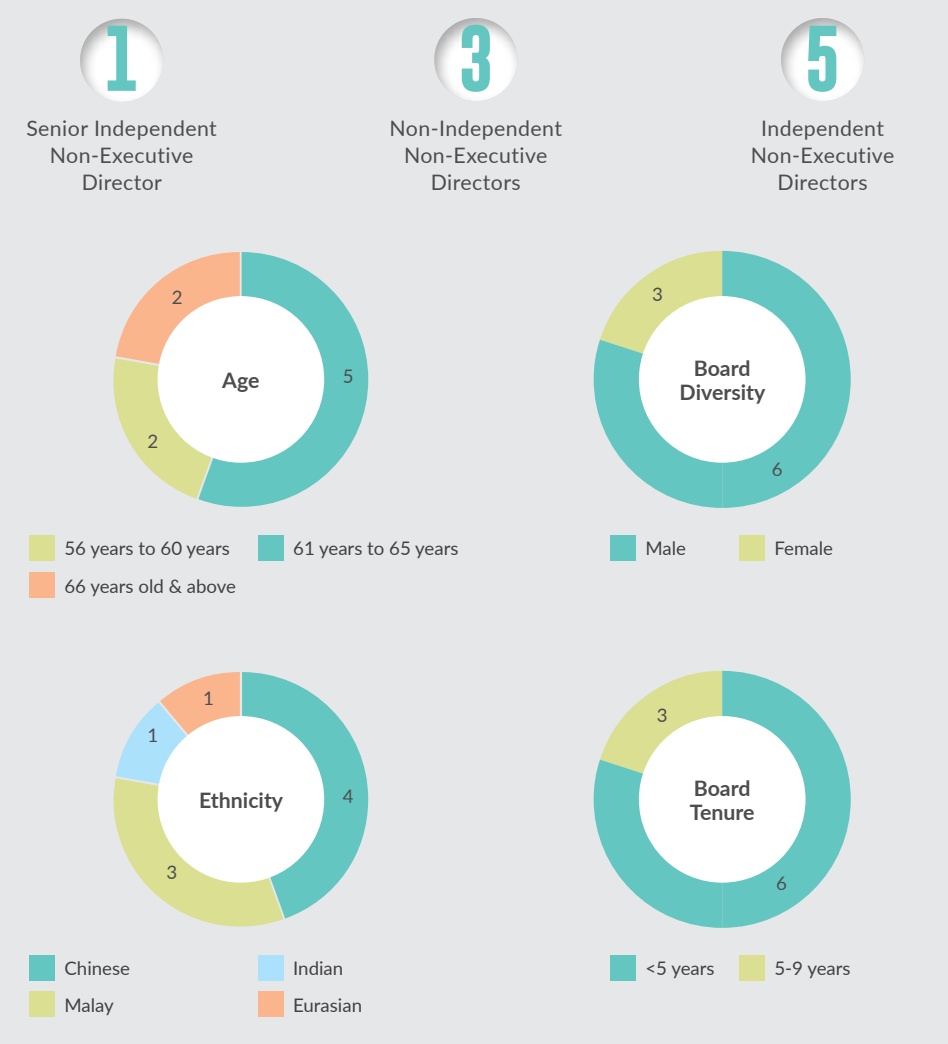
- Board Charter
- Code of Ethics and Business Conduct for Directors
- Remuneration Framework & Policy
- Nomination Framework for RHB Banking Group
- Framework on Director's Expenses
- Boardroom Diversity Policy
- Group Fit & Proper Policy
- Terms of Reference for the BAC, BNRC, BRC and BCC
- Procedures on Directors' In-House Orientation & Continuing Education Programme
- Group Anti-Bribery and Corruption Policy
- Group Whistleblowing Policy

Board Composition and Diversity

During the year, the Board comprised 10 experienced and credible members. In line with Bursa Malaysia Securities Berhad's Main Market Listing Requirements, the Board has five Independent Non-Executive Directors ("INED"), three Non-Independent Non-Executive Directors ("NINED"), one Senior Independent Non-Executive Director and Group Managing Director*. As at 31 December 2021, RHB Bank Berhad has three women Directors serving on the Board, accounting for 30% women's representation in the boardroom, as aligned with our target and the Boardroom Diversity Policy.

* Dato' Khairussaleh Ramli has resigned as Group Managing Director/Chief Executive Officer of RHB Banking Group, effective 25 March 2022.

NON-EXECUTIVE DIRECTORS COMPOSITION



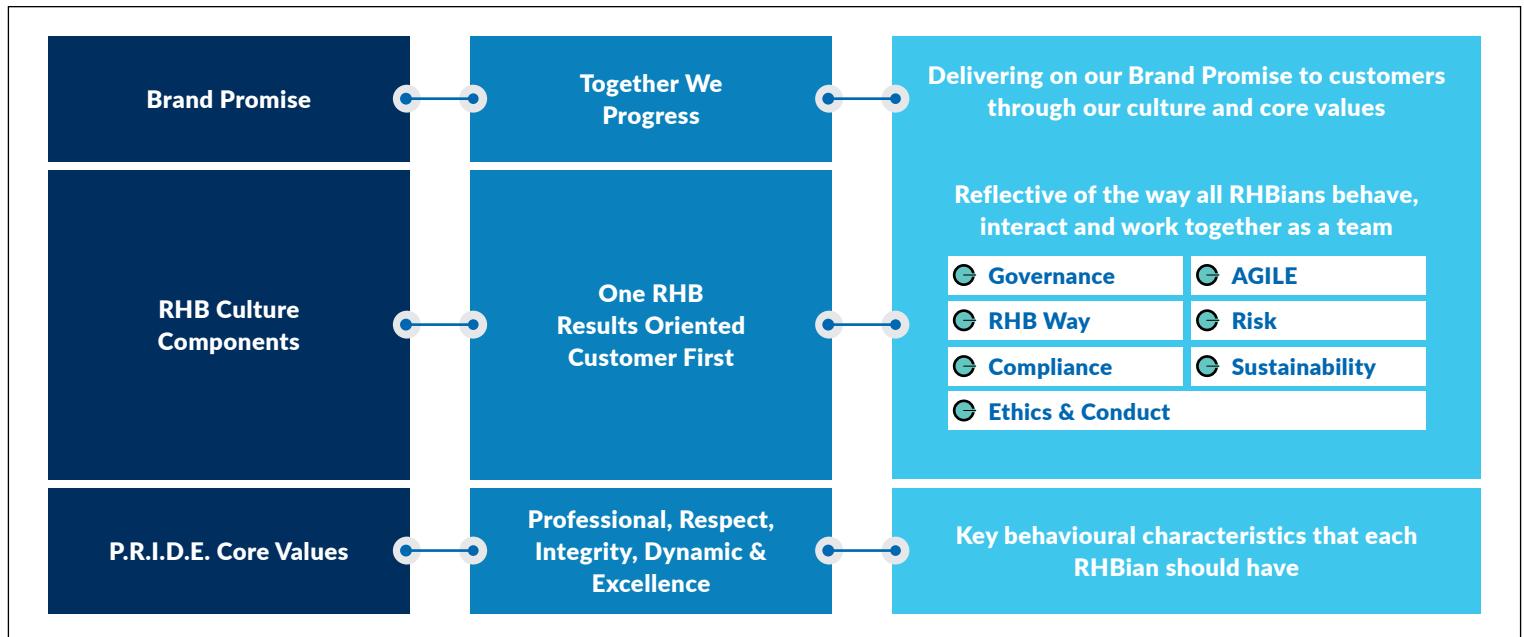
For further details on RHB Bank Berhad's Board, including Board Activities, Board Effectiveness Evaluation and Roles and Responsibilities, please refer to the Our Governance section in the Integrated Report 2021 and Corporate Governance Report 2021.

EMBEDDING GOOD PRACTICES

- Ethics and Governance

INTEGRITY, CONDUCT AND CULTURE

The Board continues to invest time and effort in cultivating and fostering a corporate governance culture that amplifies RHB's core values of Professional, Respect, Integrity, Dynamic & Excellence ("P.R.I.D.E.") throughout its value chain. These core values are ingrained within the organisation to inculcate a positive corporate culture that will spur RHB to deliver and achieve its strategic objectives. Our P.R.I.D.E. values supplement the overall Culture Component of the organisation, which ultimately contributes to delivering on our Brand Promise to our customers and the rest of our stakeholders.



Code of Ethics and Conduct

The Board has put in place a **Code of Ethics and Business Conduct for Directors** to promote and inculcate ethical behaviour while fostering good business ethics and compliance among the Directors. The Code is aimed at enabling the Directors to carry out their roles and responsibilities as per the Companies Act 2016, establishing and upholding ethical standards, corporate responsibility and accountability, as well as underlining the responsibility of every Director to perform their duty in a lawful, honest and ethical manner, and free from any conflict of interest.

The Board has also implemented a **Group Code of Ethics and Conduct for Employees** to ensure a high standard of ethical and professional conduct is upheld in performing their duties and responsibilities. It serves as a guideline to help employees interact with each other, our shareholders, customers, suppliers, competitors and communities.

As a financial institution involved in multiple banking and capital market segments, specific codes of conduct have also been established to complement the main Code of Ethics for Directors and Employees, namely the Code of Conduct for Licensed Representatives and Share Trading Officers, Code of Ethics & Guidelines for Business Conduct for Unit Trust Consultant(s) and Principles to Adopt for Users of Social Media Platforms. These Codes, along with the Key Internal Controls, aim to provide clear guidance on acceptable behaviours and practices of Directors, Senior Management, employees and the Group's business partners or representatives.

EMBEDDING GOOD PRACTICES - Ethics and Governance

The Group has the following Key Internal Control Documents and Procedures in place to supplement the codes of conduct and curb bribery and corruption:

RHB HAS ADEQUATE INTERNAL CONTROLS TO CURB BRIBERY & CORRUPTION			
● Group Anti-Bribery & Corruption Policy	● Group Whistleblowing Policy	● Group Gifts & Hospitality Guideline	● Code of Ethics & Conduct
● Anti-Bribery & Corruption Stance and Commitments	● Group Fraud Risk Management Policy	● Group Anti-Money Laundering & Counter Financing of Terrorism Policy	● Group Fit & Proper Policy
● Policy on Related Party Transactions	● Corruption Risk Assessment	● Orderly & Fair Market Policy	● Group Corporate Sponsorship & Donation Policy
● Core Shared Values (P.R.I.D.E.)	● Group Chinese Wall and Insider Trading Policy	● Whistleblowing or 'Speak Up' Channels and Avenues	

Anti-Bribery & Corruption

The Group Integrity & Governance (“GIG”) division, which oversees anti-bribery and corruption matters at RHB Bank, has continued to strengthen the Group’s ethical business practices through sustained training efforts and the development of our own Organisational Anti-Corruption Plan (“OACP”).

The new initiative to roll out the Group’s inaugural OACP in the year 2022 will align our anti-bribery and anti-corruption efforts with the National Anti-Corruption Plan 2019-2023 (“NACP”). It will be a top-down statement of commitment from our Group to condemn and prevent corruption in our business practices. In 2021, we organised 10 workshops to facilitate the development of RHB Banking Group’s OACP, with 168 participants from various units, departments and divisions.

The Group Anti-Bribery & Corruption Policy and Group Whistleblowing Policy were also updated in 2021. The updated policies were approved by RHB Bank Berhad’s Board and can be accessed on the Group’s corporate website.

In the year under review, we continued to conduct training and awareness programmes for both our Board and our employees to uphold high standards of business ethics and integrity. The Board, along with Senior Management and the Directors serving on subsidiary boards, attended a training session on Anti-Bribery & Corruption, with a particular focus on Section 17A and Adequate Procedures, facilitated by a Malaysian Anti-Corruption Commission (“MACC”) officer.

The mandatory e-learning module introduced in 2020 for all employees had a completion rate of 99%. In 2021, new employees who joined RHB Banking Group were required to complete this e-learning module as part of their onboarding programme. The Group adopted MACC’s Integrity Vetting System (*e-Sistem Tapisan Keutuhan*) to conduct background checks on new senior officers prior to their recruitment/employment as part of the existing due diligence process to ensure they were corruption-free and fit for the positions. This check was also conducted for appointments to high-risk senior positions within the Group.

A total of 65 training and awareness sessions on anti-bribery and corruption were also conducted for 4,777 employees within the Group, including 18 sessions involving 1,454 participants from our overseas operations (Thailand, Brunei, Cambodia, Laos, Singapore, Vietnam and Indonesia) on ‘Ethics and Whistleblowing’. The training and awareness programmes greatly improved the visibility of RHB’s whistleblowing channels and also strengthened employees’ confidence in the whistleblowing process. This resulted in an increased number of whistleblowing reports received by the Group.

Communicating our expectations on anti-bribery and corruption to external stakeholders such as our business partners and suppliers is part of our ongoing efforts in upholding ethics and integrity. In 2021, the Group sent out notifications on the Group Anti-Bribery & Corruption Policy, along with an Anti-Bribery & Corruption Declaration form, to all its registered suppliers and vendors, underlining our zero tolerance stance on bribery and corruption. The aim was to communicate and create awareness on the Group’s zero tolerance stance on bribery and corruption.

EMBEDDING GOOD PRACTICES

- Ethics and Governance

CORPORATE GOVERNANCE & INTEGRITY

Group Whistleblowing Policy

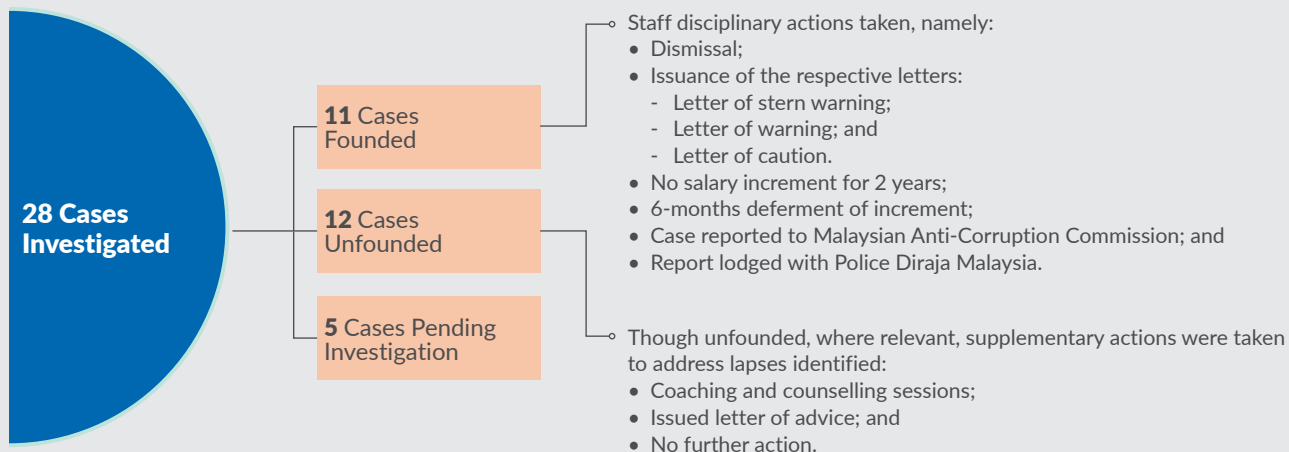
To uphold ethical business conduct, we have put in place a Group Whistleblowing Policy, which provides a formal mechanism and minimum standards to guide the Board as well as employees in dealing with any misconduct. The policy provides both internal and external parties with various channels and avenues to report suspected malpractice or misconduct without fear of retaliation. The policy is guided by 10 key principles, details of which are accessible on the Group's internal portal as well as the Group's corporate website. The policy owner is the Group Integrity & Governance division, which is also in charge of the Group's anti-bribery and corruption programmes.

In 2021, a new 'Integrity & Governance Charter' for the Group Integrity & Governance division was approved by the Board, along with the establishment of an 'Information & Complaints Assessment Committee' at Management level, to evaluate all complaints (whistleblowing and non-whistleblowing) received by the Group Integrity & Governance prior to the Board Audit Committee's scrutiny.

The Group witnessed an increase in the number of whistleblowing cases received, from 12 cases in year 2020 to 17 cases in 2021, primarily attributed to additional training and awareness programmes conducted for the Group's employees and third parties during the year. These programmes allowed the Group's targeted stakeholders to have better understanding of and greater confidence in the Group's overall whistleblowing processes and procedures.

The Lowdown on Whistleblowing and Non-Whistleblowing Reports

	Year 2020	Year 2021	% Y-O-Y
Whistleblowing Cases	12	17	+42%
Non-Whistleblowing Cases	1	11	+1,000%
Total Complaint Cases	13	28	+115%
Founded Cases	9	11*	+22%



Note:

* Subject to outcome of ongoing investigation on 5 cases in progress.



Refer to the Corporate Integrity & Ethical Business Conduct section of the Integrated Report 2021 for details of the whistleblowing reports and key activities undertaken by the Group Integrity & Governance division.

EMBEDDING GOOD PRACTICES - Ethics and Governance

STRENGTHENING OUR COMPLIANCE CAPABILITIES

As we continue to drive and embed a strong and positive culture of compliance with current and emerging laws, regulations, standards and ethical practices within the Group, we are also constantly upgrading our processes, knowledge and oversight capabilities. This approach is especially necessary in the context of the pandemic, which requires us to ensure that there will be no compromise in carrying out our regulatory obligations despite the ongoing uncertainties. While the aim is to ensure regulatory compliance, we also want to continue emphasising that compliance is indeed everyone’s responsibility and we will always look out for new strategies to inculcate this behaviour. We remain guided by the Group’s Compliance Management Framework and Policy to drive positive outcomes and strengthen our positive culture of compliance. Our robust risk management framework also supports our corporate governance and compliance culture by identifying and mitigating against operational, regulatory and Shariah non-compliance risks.

In 2021, we not only focused on training, but also enhanced our surveillance on employee trading activities. In addition, we continued building a positive compliance culture and conducted a survey to better understand the perceptions of our employees on compliance.

A summary of our activities is as follows:

INITIATIVES	IMPACTS
<p>Organised focused Compliance Clinics, with topics selected based on the outcome of compliance reviews.</p> <p>Optimised the usage of alternative learning platforms such as short explainer videos, webinars and online platforms to conduct compliance training.</p>	<ul style="list-style-type: none"> Continued accessibility to learning, especially for employees working from home. Increased learning attentiveness and improved understanding of employees on regulatory requirements and what was expected of them, resulting in improved compliance behaviour.
<p>Staff were mandated to undertake mandatory compliance-related e-learning on an annual basis relevant to their job function.</p> <p>Conducted various refresher and re-train-the-trainer sessions for compliance advocates across the Group to ensure that they stayed updated vis-à-vis their compliance knowledge.</p>	<ul style="list-style-type: none"> Aligned understanding of regulatory and compliance expectations.
<p>The 'A Branch Compliance Day Programme', a programme to inculcate compliance culture at branches via sharing updates on regulations, policies, case studies and lessons learnt from past compliance issues, was continued in 2021 in line with the Group’s effort to build a positive compliance culture. In 2021, a total of 80 branches benefited from the initiative.</p>	<ul style="list-style-type: none"> Minimised communication gap between compliance team and branch staff, particularly on the challenges faced by them in ensuring compliance.
<p>Continued the Compliance Culture and Behavioural Assessment Survey to better understand staff’s perceptions on compliance and assess the state of compliance within the Group.</p>	<ul style="list-style-type: none"> Improved understanding of how compliance is perceived among staff. Furthermore, the survey assisted in identifying new focus areas for monitoring. The overall survey results showed that, this year, RHB Banking Group scored better than in the previous two surveys (2016 and 2018), especially in the areas of information, resources, competencies and motivation, suggesting the improved effectiveness of all compliance awareness initiatives from 2019 onwards.
<p>Utilised technology and system enhancements to meet compliance requirements.</p>	<ul style="list-style-type: none"> Enhanced compliance monitoring using data science and robotic process automation (“RPA”). Automated monitoring in the area of employee personal trading and enhanced surveillance on equity market activities. Improved oversight from Shariah compliance perspective vis-à-vis customer onboarding.

EMBEDDING GOOD PRACTICES

- Ethics and Governance

STRENGTHENING OUR COMPLIANCE CAPABILITIES

Looking ahead, we will continue leveraging the use of technology and digitalisation to create innovative solutions that will improve compliance capabilities, while constantly striving to build up a first line of defence that is self-sufficient and confident about compliance matters. In addition, the compliance function is cognisant of the evolving ESG landscape and will be highly supportive of the Group's efforts in embedding ESG considerations in the business.

Anti-Money Laundering and Counter Financing Terrorism Policy

We are committed to conducting business professionally and in compliance with all applicable laws and regulations while upholding high ethical standards. Our comprehensive and robust governance framework through Group-wide policies and guidelines mitigates financial crime risks, particularly anti-money laundering, financing of terrorism and sanctions.

The Group Anti-Money Laundering and Counter Financing of Terrorism ("AML/CFT") Policy ("Group AML/CFT Policy") sets out high standards towards building a stronger and more robust AML/CFT compliance regime within the Group, facilitates consistency in managing the AML/CFT compliance risk across the Group and sets out the Group's policy statements in respect of the general principles and the key measures to which the Group adheres. The Group AML/CFT Policy also outlines the roles and responsibilities and establishes clear accountabilities of the Board of Directors, Senior Management and all employees within the Group.

The Board has an oversight responsibility for establishing the AML/CFT policies/guidelines and standards, while the Senior Management is accountable for the implementation and management of AML/CFT compliance programmes in accordance with the policies and guidelines approved by the Board.

Pursuant to the Group AML/CFT Policy, the entities and/or employees within the Group are required to adopt a Risk Based Approach ("RBA") in relation to customer acceptance and implement the AML/CFT Compliance Programme framework effectively. This includes customer due diligence ("CDD"), ongoing monitoring of customer activities/transactions, reporting of suspicious transactions, record-keeping, AML/CFT training, protection of customer information and the institution of enforcement actions for non-compliance with the requirements.

The Group Sanctions Policy establishes restrictions and prohibitions to manage the risk of sanction breaches, as well as internal lists by robust screening of customers, related parties and transactions.

The adherence to AML/CFT compliance standards does not only strengthen the customers' trust, but is also key to long-term sustainability for us, our customers and employees and the communities that the Group serves. A stronger compliance culture among employees across the Group will support the Group in withstanding all internal and external risks, as well as in adhering to relevant regulations.

To further strengthen the AML/CFT framework, the Group has embarked on the RHB AML/CFT Capabilities Enhancement ("RACE") programme, which is targeted at elevating RHB's AML/CFT risk management capabilities and future-proofing the Bank in line with our Agile operating model and Three Lines of Defence Principles.

EMBEDDING GOOD PRACTICES - Ethics and Governance

RHB AML/CFT CAPABILITIES ENHANCEMENT ("RACE") PROGRAMME

The RACE Programme was launched in July 2021, and since then, more than 100 RHBians from across the Group have collaborated on its development and delivery. The programme aims to strengthen the Group's commitment to combating financial crime risks relating to money laundering, terrorist financing and proliferation financing.

We fully support meeting the high standards of compliance of the Anti-Money Laundering/Counter Financing of Terrorism ("AML/CFT") requirements, as established by the sanctions, laws and regulations issued by the Malaysian government and the policies and guidelines issued by Bank Negara Malaysia, as well as other international best practices. Our dedication extends to the jurisdictions in which we operate, as we work to raise awareness and protect our financial system from illicit activities.



Safeguard and protect RHB's financial network from financial crime compliance risks to **ensure the highest level of trust** in our services among **customers and communities**.

Our mission is to be a **responsible and innovative financial services partner** to the customers and communities we serve through the adoption of the highest standards in combating Money Laundering, Terrorism Financing, Proceeds of Unlawful Activities and sanctions violations and ensuring strict adherence to all laws and regulations, while enriching our customer experience.

The programme allows us to deliver on our strategy and create value by combating financial crime in order to accelerate our business growth. It will establish and improve practices that will improve our operational excellence, efficiency and customer satisfaction, thereby supporting business growth through a regulatory-focused AML/CFT Strategy Vision and Mission Statement. With enhanced risk-based AML/CFT Risk Appetite Statements, we will also be able to align with regulatory compliance in our approach to engaging with customers in the context of financial crime.

Moving forward, the Group will implement new policies and guidelines to keep up with the ever-changing financial landscape and in line with RHB's AML/CFT vision. We remain committed to continuously safeguarding our customers and communities against financial crime and compliance risks, while ensuring the highest level of trust in our services for our stakeholders.

EMBEDDING GOOD PRACTICES

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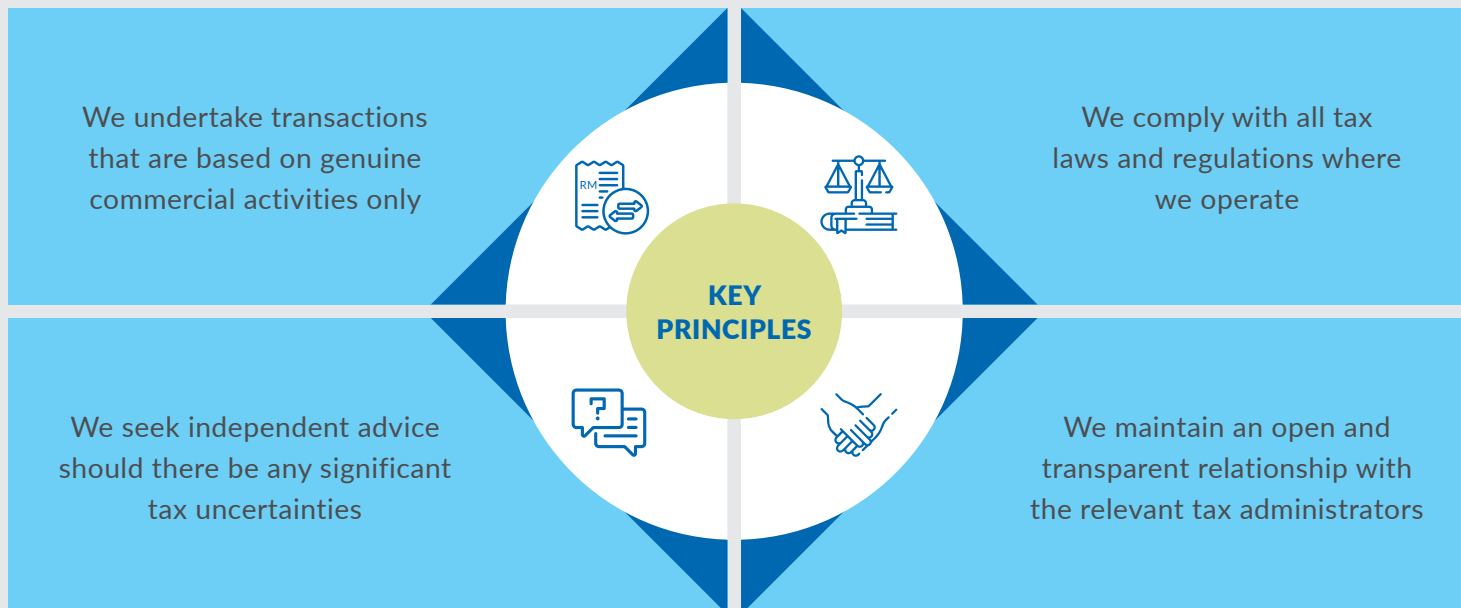
TAX TRANSPARENCY

UPHOLDING TAX TRANSPARENCY

Contributing to corporate taxes is vital for nation-building. RHB Banking Group, as a responsible corporate taxpayer, has in place the appropriate governance structures, systems and approaches needed to conduct its tax affairs in a transparent manner, in line with the spirit of the applicable tax laws and regulations. We pay our fair share of taxes across all the countries in which we operate, including direct and indirect taxes, as well as remit taxes that are collected on behalf of the relevant tax administrators in the countries that we operate in, such as withholding tax.

KEY PRINCIPLES

RHB Banking Group is committed to conducting its tax affairs based on the following principles:



TAX TRANSPARENCY COMMITMENT STATEMENT

Our commitment to tax transparency is outlined in a statement that is available on the Group's corporate website, which also details our approach to transfer pricing and describes how we engage with tax administrators to maintain an open and transparent relationship. The statement, which was approved by the Group Managing Director ("GMD") and the Group Chief Financial Officer ("GCFO") of the Group, is in line with the Tax Governance Guide of the Malaysian Institute of Certified Public Accountants ("MICPA") and the Malaysian Institute of Accountants ("MIA").



For more information about RHB Banking Group's tax transparency commitment statement, please visit www.rhbgroup.com/files/others/about-us/corporate-governance/rhb-bank-berhad/Tax_Transparency_Statement.pdf

EMBEDDING GOOD PRACTICES - Ethics and Governance

APPROACH TO TAX GOVERNANCE AND TAX RISK MANAGEMENT

Risk management and governance in relation to taxation is managed by our Group Tax team ("Group Tax"). The Group's Chief Financial Officer oversees the Group's Tax function and is responsible for the Group's ongoing tax compliance and robust management of the Group's tax risks and exposures.

As tax legislation is complex and varies from country to country, risk assessments are undertaken by Group Tax from time to time to better manage and mitigate tax risks across all the countries in which we operate. We also seek professional advice from external tax experts to enhance our own capabilities should there be a need for more insights or clarity on specific complex tax matters.

APPROACH TOWARDS TAX PLANNING

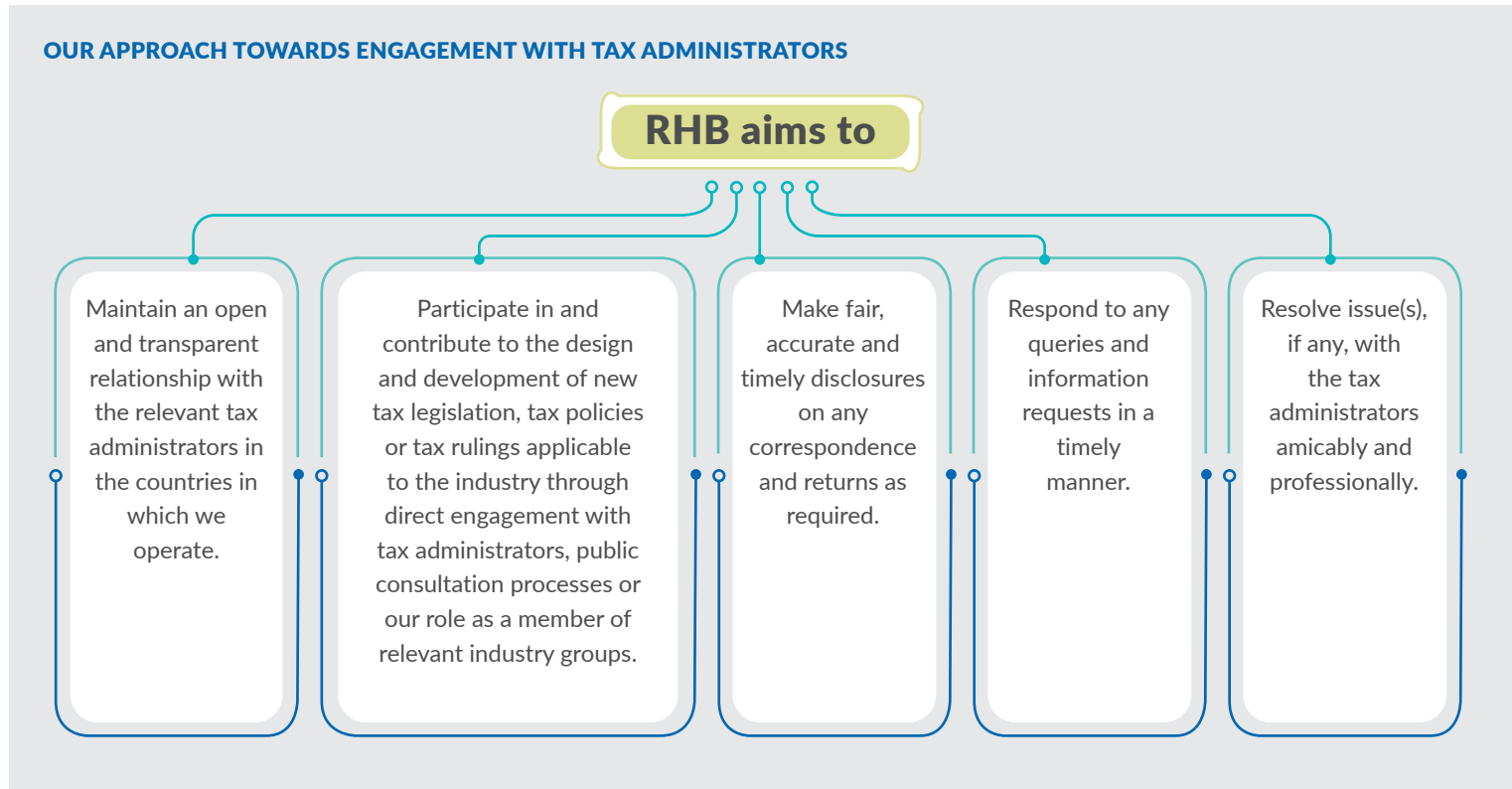
For the continued sustainability of the business, we ensure that potential tax implications are always considered, whether in the implementation of our strategic business plans, day-to-day business activities, capital investment programme or changes to our corporate structure and business model.

To ensure we remain compliant with the relevant domestic tax laws and regulations where we operate, we will:

- Consult with third party advisors if required and where applicable
- Engage with the relevant tax administrator to reaffirm our interpretation and understanding of the relevant tax laws and regulations.

APPROACH TOWARDS TRANSFER PRICING

RHB is committed to meeting the arm's length principle in transfer pricing and is compliant with the domestic laws where we operate, as well as the requirements of the OECD Transfer Pricing Guidelines for Multinational Enterprises and Tax Administrators.



EMBEDDING GOOD PRACTICES

- Ethics and Governance

DATA PROTECTION & CYBERSECURITY

OUR APPROACH

RHB is fully committed to protecting the confidentiality, integrity and availability of data, as well as the identification, management and mitigation of cybersecurity threats. Our IT and Cybersecurity teams ensure that our systems and processes are current, capable and robust in order to safeguard the Group's information assets and customer data. Without taking these steps, RHB could be exposed to cyber risks such as service disruptions, malware outbreaks, data leakages and fraud resulting from cyber-attacks.

HOW WE ARE GOVERNED

RHB is guided by the following frameworks and policies that govern our approach to banking secrecy, personal data and cybersecurity:

- Risk Management in Technology ("RMiT") Framework
- Technology and Cyber Risk Management Policy
- Group IT Security Guideline
- Group Data and Information Management Framework and Policy



RHB's IT security processes and systems are periodically reviewed and assessed by independent parties internally such as Audit, Compliance and Risk. We have implemented several initiatives to enhance the Group's frameworks and policies relating to cybersecurity including:

- Cyber Incident Response Plan – ensures a structured process of prompt monitoring and timely response to cyber threats and incidents.

- Ongoing strengthening of IT security controls amid the new norm and the evolving technology landscape.
- Subscribing to threat intelligence services for better visibility of the industry-wide cyber landscape.

CERTIFICATIONS OBTAINED:



ISO/IEC 27001:2013

Information Security Management System for RHB Internet Banking, Mobile Banking and RHB Reflex



ISO/IEC 20000:2011

Information Technology Service Management

STRENGTHENING DATA PROTECTION SYSTEMS

In the year under review, the Group strengthened its data protection systems by implementing a Data Loss Prevention ("DLP") solution that controls the sharing of data, by data classification with data encryption, restricting the storage of sensitive information on the cloud and controlling the use of external storage devices.

We also continued to raise awareness about data protection and cybersecurity by implementing mandatory e-learning on Secrecy and Information Protection for RHBians, a briefing on Information Security during new employee induction and briefings for vendors working with us on-site.

TECHNICAL ISSUE IN 2021

On 17 June 2021, RHB discovered an error in the issuance of Current Account e-statements sent via email to a number of customers. The issue occurred due to a technical glitch at the external service provider contracted to perform the generation of e-statements. Group Internal Audit engaged with the service provider to conduct a post-mortem to determine the root cause of the incident. It was concluded that the issue was due to broken processes at the service provider's site during a system enhancement activity in which the Change Management Process ("CMP") was not adhered to. As a result of this incident, the Group has reinforced the service provider's CMP requirements, i.e. the Group is to be notified in advance of any system enhancement activities and the Group is to be involved in the testing of the enhancement prior to going live.