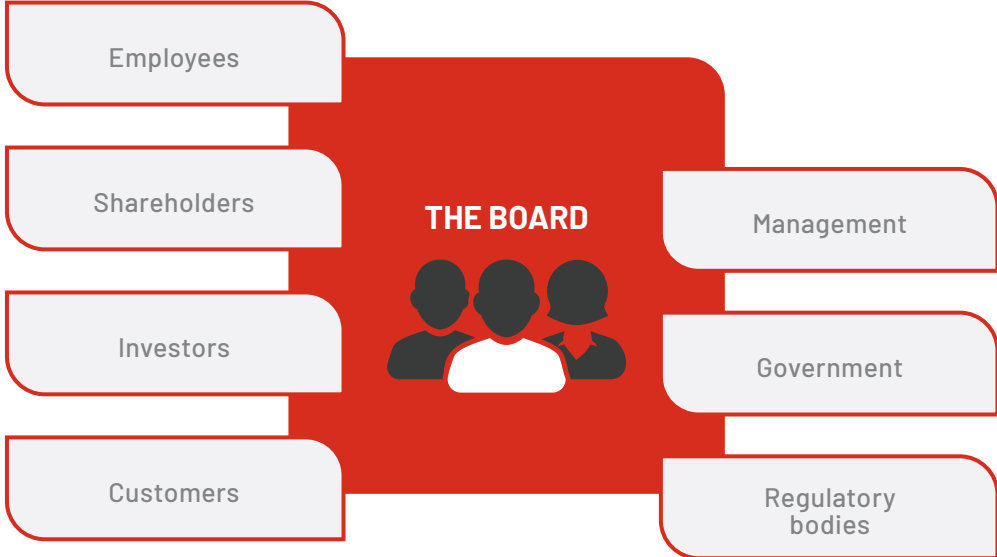


CORPORATE GOVERNANCE REPORT

OUR KEY RELATIONSHIPS



EMPLOYEES AND MANAGEMENT

We continue to take a proactive approach towards our relations with primary stakeholders. When selecting suppliers, contractors or non-governmental organisations, we look for those that align closely to our values and areas of focus.

We offer a variety of ways for stakeholders to interact with us and provide feedback; we use this information towards understanding what

is going well and improving areas of concern. We regularly review how we communicate with our stakeholders to ensure it is still appropriate in an ever-changing fast-moving world.

Below is an overview of our main stakeholders and how the Bank engages with them:

<p>HOW WE ENGAGE WITH OUR STAKEHOLDERS</p>	<ul style="list-style-type: none"> • Face to face meetings • CEO town halls • Social events/activities • Training and coaching • External learning and growth opportunities • Committees • Recognition and rewards • Engagement Surveys/Pulse Checks • Breakfast meetings with EXCO • Virtual workshops and meetings
<p>THEIR CONTRIBUTION TO VALUE CREATION</p>	<ul style="list-style-type: none"> • Work towards achievement of our strategy - Key Performance Indicators • Demonstrate passion towards a positive customer experience • Help create and build positive working relationships • Enhance trust on the market • Help create a positive employer and corporate brand
<p>WHAT OUR STAKEHOLDERS EXPECT FROM US</p>	<ul style="list-style-type: none"> • An environment that encourages growth and open communication • The opportunity to achieve personal goals whilst aligning to the Bank's objectives

CORPORATE GOVERNANCE REPORT

OUR KEY RELATIONSHIPS (Cont'd)

EMPLOYEES AND MANAGEMENT (Cont'd)

WHAT CONCERNS OUR STAKEHOLDERS	<ul style="list-style-type: none"> • A safe and healthy place to work • Continued career growth • Open door management style; with mutual trust • A positive work culture • Sustainability and CSR actions • Regular feedback and coaching • Competitive remuneration • Financial and non-financial rewards • Recognition • A high level of empowerment and autonomy
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SHAREHOLDERS AND INVESTORS

HOW WE ENGAGE WITH OUR STAKEHOLDERS	<ul style="list-style-type: none"> • Annual reports, media releases and published results • Board meetings • Annual general meetings • Investor Relations web page • Presentations and factsheets to provide comfort with regard to our liquidity and risk management, as well as initiatives taken by the Bank to cope with the impact of COVID-19 on the organisation • External workshops and seminars • Newsletters • Sustainability and CSR microsite • Social media platforms • Webinars
THEIR CONTRIBUTION TO VALUE CREATION	<ul style="list-style-type: none"> • Investors provide the financial capital necessary to sustain growth
WHAT OUR STAKEHOLDERS EXPECT FROM US	<ul style="list-style-type: none"> • Providing sustained returns on investment through strong fundamentals, franchise, resilience, sound risk profile, strategic growth opportunities and good governance practices while building a sustainable business model
WHAT CONCERNS OUR STAKEHOLDERS	<ul style="list-style-type: none"> • Sustainability issues (Environment, Social, Economic) • Delivering sustainable returns • Leadership and strategic direction • Corporate governance and ethics • Progress with project pipelines, business plans and future growth initiatives • A high level of employee engagement, empowerment and autonomy, a positive employer brand

CORPORATE GOVERNANCE REPORT

OUR KEY RELATIONSHIPS (Cont'd)

CUSTOMERS

HOW WE ENGAGE WITH OUR STAKEHOLDERS	<ul style="list-style-type: none"> • Dedicated relationship managers proposing tailored financial solutions • Business meetings and visits • Online Conferences, Roadshows and Presentations • Networking Events • Newsletters • Website • Social media platforms • Satisfaction surveys • Webinars
THEIR CONTRIBUTION TO VALUE CREATION	<ul style="list-style-type: none"> • Customers are at the heart of our business and provide a solid base for our growth prospects • Customers turning into our strategic partners as we leverage on their brand equity
WHAT OUR STAKEHOLDERS EXPECT FROM US	<ul style="list-style-type: none"> • Quality of the Bank's product suite and service • Continuous assistance and clear guidance, especially during a pandemic context • Sustainability and financial solidity of the Bank • Efficient complaint mechanism • Enhanced customer relationship management practices • Seamless front-end experience with an easy, fast and secured banking environment, including for online channels
WHAT CONCERNS OUR STAKEHOLDERS	<ul style="list-style-type: none"> • Transparent and timely insights that could impact their financial situation • Security and confidentiality of transactions • Corporate governance and ethics • Sustainability issues (Environment, Social, Economic)

GOVERNMENT AND REGULATORY AUTHORITIES

HOW WE ENGAGE WITH OUR STAKEHOLDERS	<ul style="list-style-type: none"> • Regular meetings • Workgroups with Bank of Mauritius and Financial Services Commission on regulatory guidelines, new legislations, laws and other matters • Written communication • Regulatory returns • Onsite and offsite supervision by the regulators • Trilateral meeting between the Bank of Mauritius, External Auditors and the Bank • Regulatory approvals • Providing information during Parliamentary debates through the Mauritius Bankers Association, Business Mauritius and National CSR Foundation • Virtual Committees and conferences
THEIR CONTRIBUTION TO VALUE CREATION	<ul style="list-style-type: none"> • The regulator provides the enabling regulatory framework • Guidelines and instructions from the regulators issued from time to time

CORPORATE GOVERNANCE REPORT

OUR KEY RELATIONSHIPS (Cont'd)

GOVERNMENT AND REGULATORY AUTHORITIES (Cont'd)

WHAT OUR STAKEHOLDERS EXPECT FROM US

- Providing banking and financial services in a transparent, secure and sustainable way
- Ensuring and maintaining customer satisfaction
- Complying with acts, regulations and guidelines

WHAT CONCERNS OUR STAKEHOLDERS

- Products and services being provided and the communication around same
- Compliance with laws, acts and regulations
- Transparency and accessibility to accurate, relevant and current information
- The Bank's duty of confidentiality and data protection
- Duties of the Board and senior management
- Appropriate Customer Due Diligence and Know Your Client (KYC) processes and reviews
- Risk management and internal controls
- Complaints handling and customer care
- Compliance with the principles of corporate governance
- Sustainable financing

