# Risk management and capital adequacy report (pillar 3 disclosures)

For the nine months ended 30 September 2023





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# **REGULATORY SCOPE**

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Introduction	
Consolidation Group	CRR Article 436
EU LI3 – Outline of the differences in the scopes of consolidation (entity by entity)	CRR Article 436(b)
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EU 2017/2395, IFRS 9-FL: Comparison of institutions' own funds and capital and leverage ratios with and without the application of transitional arrangements for IFRS 9 or analogous ECLs	EU 2017/2395
EU OV1 – Overview of total risk exposure amounts	CRR Article 438(d)
Credit Risk and credit risk mitigation (CRM)	CRR Article 453 (a-g), 438(1)(c-f), 440(1)(a), 442 (a-d,g-h), 444
Counterparty credit risk	CRR Article 439
Leverage Ratio	CRR Article 451
Market risk	CRR Article 445, 447, 448
Liquidity risk	CRR Article 451a
EU LIQ1 - Quantitative information of LCR	CRR Article 451a(2)
EU LIQB on qualitative information on LCR, which complements template EU LIQ1	CRR Article 451a(2)
Operational risk	CRR Article 446



Risk management and capital adequacy report (pillar 3 disclosures) for the nine months ended 30 September 2023

### INTRODUCTION

This report provides an interim update on the qualitative and quantitative disclosures on the major risks of operations of AS Citadele banka and its risk management objectives, policies and information on capital adequacy as required by part eight of the Regulation (EU) No 575/2013 "On prudential requirements for credit institutions and investment firms and amending Regulation (EU) No 648/2012" and other relevant regulations and laws.

This report should be read in conjunction with the latest annual report, the relevant quarterly financial statements, the report on remuneration policy and the statement on corporate governance as certain important information is disclosed in these reports and is not repeated in this report. These reports are available at <a href="https://www.cblgroup.com">www.cblgroup.com</a>.

Refer to the separate report on remuneration policy for disclosures on remuneration prepared in accordance with the requirements of Articles 74(3) and 75(2) of Directive 2013/36/EU and Article 450 of Regulation (EU) No 575/2013, guidelines of European Banking Authority (including EBA/GL/2021/04), regulations issued by the supervisory authorities and other relevant rules.

AS Citadele banka has subsidiaries, which are financial institutions, thus it needs to comply with the capital adequacy, liquidity coverage ratio (LCR), Net stable funding ratio (NSFR), leverage ratio (LR) and other regulatory requirements both at the Bank's standalone level and at the Group's consolidated level. However, in line with the pillar 3 disclosure requirements information in the Risk report is disclosed only at the Group's consolidated level. For key information on the Bank standalone position refer to the latest annual report and the relevant quarterly financial statements.

All monetary figures in this report are presented in thousands of Euros (EUR 000's). If not specified otherwise, all figures represent amounts as of period end.

### **CONSOLIDATION GROUP**

AS Citadele banka (thereon – the Bank), registration number 40103303559, is the parent company of the Group. In the consolidation group for regulatory purposes (thereon – the Group) companies are included as per requirements of Regulation (EU) No 575/2013, while in the consolidation group for the accounting purposes companies are included in accordance with International Financial Reporting Standards (IFRS) as adopted in the European Union.

EU LI3 - Outline of the differences in the scopes of consolidation (entity by entity)

a b c-g h

		-	
Name of the entity	Method of accounting consolidation	Method of regulatory consolidation	Description of the entity
AS Citadele banka	Full consolidation	Full consolidation	Banking
SIA Citadele Leasing	Full consolidation	Full consolidation	Leasing
Kaleido Privatbank AG (Discontinued			ŭ
operations held for sale)	Full consolidation	Full consolidation	Banking
SIA Citadele Factoring	Full consolidation	Full consolidation	Leasing and factoring
IPAS CBL Asset Management	Full consolidation	Full consolidation	Investment management company
UAB Citadele Factoring	Full consolidation	Full consolidation	Leasing and factoring
SIA Hortus Residential	Full consolidation	Full consolidation	Support services
AS CBL Atklātais Pensiju Fonds	Full consolidation	Full consolidation	Pension fund
OU Citadele Factoring	Full consolidation	Full consolidation	Leasing and factoring
SIA Mobilly (Investments in associates			
accounted for using the equity method)	Equity method	Equity method	Electronic money institution
SIA CL Insurance Broker	Full consolidation	Full consolidation	Support services
AAS CBL Life	Full consolidation	Deducted	Life insurance

There are no immediate or foreseeable legal obstacles for capital element transferability or liability repayment between the Group's parent company and its subsidiaries.

In certain jurisdictions all profits may not be paid out in dividends. In other jurisdictions specific part from accumulated profits has to be set aside for reserves. These reserves are freely available to the respective company for unlimited and immediate use to cover risks or losses, when such are incurred. For certain Group's earnings tax on capital distribution applies. For more details refer to the latest annual report.



Risk management and capital adequacy report (pillar 3 disclosures) for the nine months ended 30 September 2023

### **GOVERNANCE**

In order to ensure that the Bank's Supervisory Board and Management Board members and key function holders are suitable for their position and represent diversity, the Bank has developed internal regulation "Policy on the Assessment of the Suitability of Members of the Supervisory Board, Management Board and Key Function Holders".

The policy has been developed in accordance with the Credit Institution Law of the Republic of Latvia and the recommendations of the supervisory authorities. The policy is reviewed and if necessary updated regularly.

The policy prescribes the procedure and the frequency of the assessment of the suitability of members of the Bank's Supervisory Board and Management Board and key function holders, as well as procedure for decision making on the suitability.

The initial suitability assessment is performed when a new member is nominated to the Bank's Supervisory Board or Management Board prior to his/her election or prior to the date of commencement of his/her duties, but not later than within 6 weeks after the election of the member of the Supervisory Board or the Management Board.

The reassessment of suitability is performed in the following cases:

- During the annual assessment of the suitability of a member of the Supervisory Board or the Management Board,
- If a member of the Supervisory Board or the Management Board is re-elected to his/her position,
- If changes are made to the responsibilities of a member of the Supervisory Board or the Management Board or in the competences required to carry out such responsibilities,
- If there is a doubt about the reliability, competence or reputation of a member of the Supervisory Board or the Management Board.

The suitability assessment is performed considering the overall composition of the Supervisory Board and the Management Board, as well as the knowledge and competence collectively necessary for the Supervisory Board and the Management Board, awareness and personal qualities in order to properly carry out the duties assigned to the members of the Supervisory Board in relation to the supervision of the Management Board activities and to the Management Board in relation to the Group's operational management.

The suitability assessment of the members of the Supervisory Board and the Management Board is performed by the Remuneration and Nomination Committee. The Supervisory Board approves the composition and also regulations of this committee. The suitability assessment of key function holders is performed by a special committee. The Management Board approves the composition and also regulations of this committee.

Each member of the Management Board is responsible for a specific scope of the Group operations. The suitability assessment process ensures that members of the Management Board have adequate level of necessary knowledge and competence in relation to specific scope of operations of the Group under responsibility of each member of the Management Board, as well adequate necessary collective knowledge and competence.

For full list of directorships held by the members of Supervisory Board and Management Board please refer to the "Committees" subsection of the "Governance" section of <a href="www.cblgroup.com">www.cblgroup.com</a>.

# **RISK MANAGEMENT**

The Group considers risk management to be an essential component of its management process. The Group pursues prudent risk management that is aligned with its business ambitions and aims to achieve effective risk mitigation. In order to assess and monitor complex risk exposures, the Group applies a wide range of risk management tools in conjunction with risk committees. Members of the risk committees represent various operations of the Group in order to balance business and risk within the respective risk committees. Annually Group defines its Risk Appetite Framework which sets acceptable risk-taking limits across all relevant risk types, considering business goals, macroeconomic environment and regulatory setting. Risk appetite limits are cascaded to all risk management strategies and implemented operationally through detailed internal regulations.

The Group's risk management principles are set out in its Risk Management Policy. The Group adheres to the following key risk management principles:

- The Group aims to ensure that it maintains low overall risk exposure, diversified asset portfolio, limited risks in financial markets and low levels of operational risk;
- The Group aims to ensure an acceptable risk level in all operations. Risks are always assessed in relation to their expected return. Risk exposures that are not acceptable are avoided, limited, or hedged;
- The Group does not assume high or uncontrollable risks irrespective of the return they provide and assumes risks only in economic fields and geographical regions in relation to which it believes it has sufficient knowledge and expertise:
- Risk management is based on each Group's employee's responsibility for the transactions carried out by him/her and awareness of the related risks;
- Risk limit system and strict controls are essential risk management elements. Control over risk levels and compliance with the imposed limits is achieved by the existence of structured risk limit systems for all material risks.

The aim of the risk management in the Group is to facilitate the achievement of the Group's goals, sustainable growth, long-term financial stability and to protect the Group from unidentified risks. The Bank has appointed a Risk Director (CRO) who is a member of the Bank's Management Board and whose responsibilities do not include the duties related to the activities under control. The CRO has a direct access to the Bank's Supervisory Board. The Risk Committee, which is subordinated to the Bank's Supervisory Board, has been established in the Bank. The main task of the Risk Committee is to provide support to the Bank's Supervisory Board in relation to the monitoring of the Group's risk management system. The Risk Committee established by the Bank's Supervisory Board provides recommendations to the Bank's Management Board regarding improvements of the risk management system. Risk management function within the Group is controlled by an independent unit – the Risk Division.

The main risks to which the Group is exposed are: credit risk, market risk, interest rate risk, liquidity risk, currency risk and operational risk. For each of these risks the Group has approved risk management policies and other internal regulations defining key risk management principles and processes, functions and responsibilities of units, risk concentration limits, as well as control and reporting system. The Bank's Supervisory Board approves risk management policies and ensures the control of efficiency of the risk



management system. The Bank's Management Board and CRO ensure implementation of the risk management policies and development of internal regulations for the management of each material risk within the Group. In order to assess and monitor material and complex risk exposures, the Bank's Management Board establishes risk committees. Members of risk committees represent various units of the Group in order to ensure the balance between the units responsible for risk monitoring and control and the units with business orientation.

The Group continuously assesses and controls risks – both on an individual basis by type of risk and by performing a comprehensive assessment within the internal capital adequacy assessment process (ICAAP). Each member of the Group is responsible for risk control and management. Each employee of the Group is responsible for the compliance with the principles set out in the Group's internal regulations.

Risk management process includes the following elements: risk identification, risk assessment and decision making, risk management and control, risk oversight and reporting. The Group regularly, at least once a year, identifies and describes the types of material risks inherent in its operations by assessing what types of risks may have a negative impact on achieving its performance targets and projected financial results. In order to identify the types of material risks, quantitative and qualitative criteria are used and the results of the process are documented. For all types of identified material risks the aims of risk management are defined and risk appetite is determined. In addition, the development of internal regulations in relation to risk management of those risks is ensured, including risk identification and assessment methods, adequate risk restriction and control procedures, such as quantitative restrictions and limits, or control measures that reduce unquantifiable risks, risk appetite, procedures for reporting the information on risks, risk levels assumed and trends thereof to the Group's management bodies, as well as other information necessary for decision making, risk management policy and control procedures, including procedures for control of compliance with the restrictions and limits set, segregation of duties, approval rights and responsibilities. A robust risk management system has a profound impact on entire operations, empowering the Group to make informed decisions regarding risk, return, and market conditions.

Risk assessment and decision making include selection, approval and documentation of risk assessment methodology, regular risk assessment, establishment of the risk restriction and controlling system and setting the acceptable level of risks within this system, decision making on assuming the risks. Risk assessment includes the determination of qualitative and quantitative impact of the source of each identified risk using generally accepted methodology, which is adequately documented. The Group makes a decision in relation to each identified and assessed risk on whether the Group accepts such risk or takes the necessary measures for its mitigation, or ceases activities related to this risk. The Group does not assume risks with the impact exceeding the risk appetite determined for each respective type of risk regardless of the economic benefits that might result from assuming such risk.

Risk management and control include the compliance with the level of risk acceptable for the Group including the compliance with the limits restricting the amount of risk. Monitoring and reporting include regular assessment of the existing level of risk against the desirable level of risk, trend analysis, regular reporting to the relevant unit heads, the Bank's Management Board and the Supervisory Board. The integral part of the risk management is risk stress testing. Stress testing process ensures regular identification and assessment of risks inherent to the Group's current and future operations, as well as assessment of the impact of different extraordinary and adverse events on the Group's operations, in order to provide support to responsible employees of the Group in management decision-making process at different levels of management (e.g., strategic planning, determination and correction of the risk appetite, capital planning, liquidity management).

The Group's Internal Audit Division regularly monitors the implementation of risk management policies and other internal regulations, as well as provides recommendations regarding improvements of the risk management system.

# MAIN REGULATORY RATIOS WITH INCLUSION OF THE INTERIM PROFITS

Throughout this report as of 30 September 2023, net profit of the regulatory Group for the nine months period ended 30 September 2023 in the amount of EUR 94.1 million is not included in the regulatory capital. The Group has submitted documentation to the regulators for inclusion of the auditor's reviewed net profit for the nine months period ended 30 September 2023, less EUR 50.0 million deduction for total estimated annual dividend and EUR 11.4 million deduction for estimated possible corporate income tax on the Group's Latvian banking and leasing operations. The deduction for possible corporate income tax is prudently estimated based on the most recent draft proposal of the law which is not yet enacted by the government.

The consolidated Group for regulatory purposes is different from the consolidated Group for accounting purposes. As per regulatory requirements AAS CBL Life, a licensed insurer, is not included in the consolidated Group for capital adequacy purposes. Thus, net profit for the regulatory Group excludes net result of AAS CBL Life versus net result for the accounting Group. Consequently, net result of AAS CBL Life is excluded from own funds calculation and individual assets of AAS CBL Life are not included as risk exposures in the Group's capital adequacy calculation. Instead, the carrying value of the Group's investment in AAS CBL Life constitutes a risk exposure in the Group's capital adequacy ratio calculation.

Key regulatory ratios scenario, if 9m2023 net result for the reporting period, less EUR 50.0 million deduction for total estimated annual dividend and EUR 11.4 million deduction for estimated possible corporate income tax on the Group's Latvian banking and leasing operations, was included

	EUR thousands	
	30/09/2023 Group	31/12/2022 Group
Common equity Tier 1 capital Total own funds	427,332 483,937	387,095 448,153
Total risk exposure amount	2,196,779	2,329,426
Common equity Tier 1 capital ratio Total capital adequacy ratio	19.5% 22.0%	16.7% 19.2%
Leverage Ratio – fully phased-in definition of Tier 1 capital	8.8%	7.1%
Total available stable funding Total required stable funding	3,696,710 2,530,493	3,763,818 2,844,055
Net stable funding ratio	146%	132%

# **CAPITAL ADEQUACY CALCULATION**

Capital adequacy is calculated in accordance with the current global standards of the bank capital adequacy (the Basel III international regulatory framework) as implemented by the European Union via a regulation (EU) 575/2013 and a directive 2013/36/EU, rules and recommendations issued by supervisory authorities and other relevant regulations.

Capital adequacy is a measure of sufficiency of the Group's eligible capital resources to cover credit risks, market risks, operational risk and other specific risks arising predominantly from asset and off-balance sheet exposures of the Group. The regulations require credit institutions to maintain a Total Capital adequacy ratio of 8.0% of the total risk weighted exposure amounts. The rules also require 4.5% minimum Common Equity Tier 1 capital ratio and 6.0% minimum Tier 1 capital ratio.

Total SREP capital requirement (TSCR) requires capital to cover risks in addition to these covered by the regulation (EU) 575/2013. TSCR is established in a supervisory review and evaluation process (SREP) carried out by the supervisory authority. The supervisory authority determines TSCR on a risk-by-risk basis, using supervisory judgement, the outcome of supervisory benchmarking, ICAAP calculations and other relevant inputs. The additional pillar 2 capital requirement is re-assessed annually by the supervisory authority. As of the period end based on the assessment of the supervisory authority an additional 2.50% own funds requirement is determined to cover Pillar 2 risks. Thus, as of the period end Citadele shall at all times meet, on a consolidated basis, a total SREP capital requirement (TSCR) of 10.5% (which includes a Pillar 2 additional own funds requirement of 2.5% to be held in the form of 56.25% of Common Equity Tier 1 (CET1) capital and 75% of Tier 1 capital, as a minimum).

On top of the minimum capital adequacy ratios and the Pillar 2 additional capital requirements (TSCR), the Group and the Bank must comply with the capital buffer requirements. The buffer requirements must be reached by Common Equity Tier 1 capital. The capital conservation buffer both for the Group and the Bank is set at 2.50%, limiting dividend pay-out and certain other Tier 1 equity instrument buybacks, if the buffer threshold is not exceeded.

Citadele, being identified as "other systemically important institution" (O-SII), as of period end must also comply with the O-SII capital buffer requirement set by the supervisory authority at 1.75%.

Countercyclical capital buffer norms at each balance sheet date are calculated based on the actual risk exposure geographical distribution and the countercyclical buffer rates applicable for each geographical location. Increases in countercyclical capital buffer norms, when announced by the respective county, become effective after prespecified delay. Decreases take effect immediately.

The Pillar 2 Guidance (P2G) is a bank-specific recommendation that indicates the level of capital that the supervisory authority expects banks to maintain in addition to their binding capital requirements. It serves as a buffer for banks to withstand stress. The Pillar 2 Guidance is determined as part of the Supervisory Review and Evaluation Process (SREP) and for Citadele as of period end is set at 1.5%. Unlike the Pillar 2 Requirement, the Pillar 2 Guidance is not legally binding.

The Group and the Bank applies requirements of minimum loss coverage for non-performing exposures in line with regulation (EU) 2019/630. The minimum loss coverage calculation is mathematically simplistic "calendar based" calculation for non-performing exposures, which is constructed on the principle – the longer an exposure has been non-performing, the lower the probability for the recovery of its value. Therefore, the portion of the exposure that should be covered by provisions, impairments, other adjustments or deductions should increase with time, following a pre-defined calendar. Insufficient coverage for non-performing exposures is deductible from the regulatory capital. Due to the Group's provisioning policy and portfolio structure, the regulation of minimum loss coverage for non-performing exposures has had minor impact on the Group's capital adequacy position.

The Bank has to comply with the regulatory requirements both at the Bank's standalone level and at the Group's consolidated level. As of the period end both the Bank and the Group have sufficient capital to comply with the capital adequacy requirements. The long-term regulatory capital position of the Group and the Bank is planned and managed in line with these and other expected upcoming regulatory requirements.

# Regulatory capital requirements of the Group on 30 September 2023

	Common equity Tier 1 capital ratio	Tier 1 capital ratio	Total capital adequacy ratio
Common equity Tier 1 ratio	4.50%	4.50%	4.50%
Additional Tier 1 ratio	=	1.50%	1.50%
Additional total capital ratio	=	=	2.00%
Pillar 2 additional own funds requirement			
(individually determined by the supervisory			
authority in the SREP, P2R)	1.41%	1.88%	2.50%
Capital buffer requirements:			
Capital conservation buffer	2.50%	2.50%	2.50%
O-SII capital buffer	1.75%	1.75%	1.75%
Systemic risk buffer	0.07%	0.07%	0.07%
Countercyclical capital buffer	0.17%	0.17%	0.17%
Capital requirement	10.40%	12.37%	14.99%
Pillar 2 Guidance (P2G)	1.50%	1.50%	1.50%
Non-legally binding capital requirement with Pillar 2 Guidance	11.90%	13.87%	16.49%



### Capital adequacy ratio (excluding net result since latest annual audit)

	EUR thousands		
	30/09/2023	31/12/2022	
	Group	Group	
Common equity Tier 1 capital			
Paid up capital instruments and share premium	159,321	157,702	
Retained earnings	253,096	273,080	
Proposed dividends	-	(20,000)	
Regulatory deductions	(20,877)	(26,588)	
Other capital components and transitional adjustments, net	3,039	4,364	
Tier 2 capital			
Eligible part of subordinated liabilities	56,605	59,595	
Total own funds	451,184	448,153	
Risk weighted exposure amounts for credit risk, counterparty credit risk and dilution risk	1,948,885	2,080,113	
Total exposure amounts for position, foreign currency open position and commodities risk	7,093	9,944	
Total exposure amounts for operational risk	237,799	237,799	
Total exposure amounts for credit valuation adjustment	3,002	1,570	
Total risk exposure amount	2,196,779	2,329,426	
Common equity Tier 1 capital ratio	18.0%	16.7%	
Total capital adequacy ratio	20.5%	19.2%	

### Transitional adjustments applied

As of 30 September 2023, no transitional provisions were applied in capital adequacy calculation. Fully loaded capital adequacy ratio equals transitional capital adequacy ratio as of the period end.

As of 31 December 2022, the transitional provisions that the Group and the Bank applied for the period end capital adequacy calculations were: The regulation (EU) 2017/2395 which permits specific proportion of the IFRS 9 implementation impact to be amortised over a five-year period (starting from 2018) for capital adequacy calculation purposes.

# Fully loaded capital adequacy ratio (i.e. excluding transitional adjustments, excluding net result since latest annual audit)

	EUR thousands		
	30/09/2023 Group	31/12/2022 Group	
Common Equity Tier 1 capital, fully loaded	394,579	387,095	
Tier 2 capital	56,605	59,595	
Total own funds, fully loaded	451,184	446,690	
Total risk exposure amount, fully loaded	2,196,779	2,328,275	
Common equity Tier 1 capital ratio, fully loaded	18.0%	16.6%	
Total capital adequacy ratio, fully loaded	20.5%	19.2%	

# **OWN FUNDS**

The capital of AS Citadele banka consists of two types of instruments – ordinary shares and subordinated debt securities issued. For more information on the bondholders and shareholders of the Bank refer to the latest annual report.

EU KM1 - Key metrics template (excluding unaudited profits)

·		a <b>30/09/2023</b>	b <b>30/06/2023</b>	c <b>31/03/2023</b>	d <b>31/12/2022</b>	e <b>30/09/2022</b>	
	Available own funds (amounts)						
1	Common Equity Tier 1 (CET1) capital	394,579	391,134	390,168	388,558	372,603	
2 3	Tier 1 capital Total capital	394,579 451,184	391,134 448,747	390,168 448,777	388,558 448,153	372,603 432,603	
3	Total Capital	451,164	440,747	440,777	440, 133	432,003	
	Risk-weighted exposure amounts						
4	Total risk-weighted exposure amount	2,196,779	2,261,242	2,283,398	2,329,426	2,559,276	
	Out to be a time to a supervision of state we labeled		0				
5	Capital ratios (as a percentage of risk-weighted Common Equity Tier 1 ratio (%)	exposure am 18.0%	ount) 17.3%	17.1%	16.7%	14.6%	
6	Tier 1 ratio (%)	18.0%	17.3%	17.1%	16.7%	14.6%	
7	Total capital ratio (%)	20.5%	19.8%	19.7%	19.2%	16.9%	
	Additional own funds requirements to address risks other than the risk of excessive leverage (as						
	of risk-weighted exposure amount) Additional own funds requirements to address	2.5%	2.5%	2.5%	2.5%	2.5%	
EU 7a	risks other than the risk of excessive leverage	2.070	2.070	2.070	2.070	2.070	
	(%)						
EU 7b	of which: to be made up of CET1 capital	1.4%	1.4%	1.4%	1.4%	1.4%	
	(percentage points) of which: to be made up of Tier 1 capital	1.9%	1.9%	1.9%	1.9%	1.9%	
EU 7c	(percentage points)	1.9%	1.9%	1.9%	1.9%	1.9%	
EU 7d	Total SREP own funds requirements (%)	10.5%	10.5%	10.5%	10.5%	10.5%	
	, , ,						
•	Combined buffer requirement (as a percentage of	•	•	,	0.50/	0.50/	
8	Capital conservation buffer (%) Conservation buffer due to macro-prudential or	2.5%	2.5%	2.5%	2.5%	2.5%	
EU 8a	systemic risk identified at the level of a Member	-	-	-	-	-	
20 00	State (%)						
9	Institution specific countercyclical capital buffer	0.2%	0.2%	0.2%	0.2%	0.0%	
	(%)						
EU 9a	Systemic risk buffer (%) Global Systemically Important Institution buffer	0.1%	0.1%	0.1%	0.1%	-	
10	(%)	-	-	-	-	_	
EU 10a	Other Systemically Important Institution buffer	1.8%	1.7%	1.8%	1.5%	1.5%	
11	Combined buffer requirement (%)	4.5%	4.5%	4.5%	4.2%	4%	
EU 11a	Overall capital requirements (%)	15.0%	15.0%	15.0%	14.7%	14.5%	
12	CET1 available after meeting the total SREP own funds requirements (%)	10.0%	9.3%	9.2%	8.7%	6.4%	
	Turius requirements (70)						
	Leverage ratio						
13	Total exposure measure	4,869,000	4,921,629	5,199,255	5,435,700	5,203,988	
14	Leverage ratio (%)	8.1%	7.9%	7.5%	7.1%	7.2%	
	Additional own funds requirements to address t	he risk of exc	essive levera	age (as a perc	entage of tot	al exposure	
	measure)			ago (ao a port	oninge of tot		
EU 14a	Additional own funds requirements to address the	0.0%	0.0%	0.0%	0.0%	0.0%	
LO 144	risk of excessive leverage (%)	0.00/	0.00/	0.00/	0.00/	0.00/	
EU 14b	of which: to be made up of CET1 capital (percentage points)	0.0%	0.0%	0.0%	0.0%	0.0%	
EU 14c	Total SREP leverage ratio requirements (%)	3.0%	3.0%	3.0%	3.0%	3.0%	
	, in the state of						
	Leverage ratio buffer and overall leverage ratio						
EU 14d EU 14e	Leverage ratio buffer requirement (%) Overall leverage ratio requirements (%)	0.0%	0.0%	0.0%	0.0%	0.0%	
EU 146	Overall leverage ratio requirements (%)	3.0%	3.0%	3.0%	3.0%	3.0%	
	Liquidity Coverage Ratio						
15	Total high-quality liquid assets (HQLA) (Weighted	1,223,933	1,168,256	1,132,958	1,104,523	1,135,324	
	value - average)	040.000	700.050	707.000	050 000	054770	
EU 16a EU 16b	Cash outflows - Total weighted value Cash inflows - Total weighted value	816,636 135,495	728,859 105,667	727,296 73,862	656,268 45,945	654,770 52,268	
16	Total net cash outflows (adjusted value)	681,142	623,192	653,434	610,323	602,502	
17	Liquidity coverage ratio (%)	180%	187%	173%	181%	188%	
40	Net Stable Funding Ratio	2 602 252	2 700 000	2 700 070	0.700.040	2 225 252	
18 19	Total available stable funding Total required stable funding	3,663,956 2,530,493	3,720,938 2,608,601	3,790,678 2,692,252	3,763,818 2,844,055	3,835,856 2,909,299	
20	NSFR ratio (%)	2,530,493 145%	143%	2,692,252	2,644,055 132%	132%	
	- (,-)			, 0	.52,0	.02,0	



EU 2017/2395, IFRS 9-FL: Comparison of institutions' own funds and capital and leverage ratios with and without the application of transitional arrangements for IFRS 9 or analogous ECLs

		30/09/2023	30/06/2023	31/03/2023	31/12/2022	30/09/2022
	Available capital (amounts)					
1	Common Equity Tier 1 (CET1) capital	394,579	391,135	390,168	388,558	372,603
2	Common Equity Tier 1 (CET1) capital as if IFRS 9 or analogous	,	,	,	,	,
	ECLs transitional arrangements had not been applied	394,579	391,135	390,168	387,095	371,140
3	Tier 1 capital	394,579	391,135	390,168	388,558	372,603
4	Tier 1 capital as if IFRS 9 or analogous ECLs transitional					
	arrangements had not been applied	394,579	391,135	390,168	387,095	371,140
5	Total capital	451,184	448,747	448,777	448,153	432,603
6	Total capital as if IFRS 9 or analogous ECLs transitional					
	arrangements had not been applied	451,184	448,747	448,777	446,690	431,140
	Risk-weighted assets (amounts)					
7	Total risk-weighted assets	2,196,779	2,261,242	2,283,398	2,329,426	2,559,276
8	Total risk-weighted assets as if IFRS 9 or analogous ECLs					
	transitional arrangements had not been applied	2,196,779	2,261,242	2,283,398	2,328,275	2,558,108
	Capital ratios					
9	Common Equity Tier 1 (as a percentage of risk exposure amount)	18.0%	17.3%	17.1%	16.7%	14.6%
10	Common Equity Tier 1 (as a percentage of risk exposure amount)					
	as if IFRS 9 or analogous ECLs transitional arrangements had	40.00/	47.00/	47.40/	40.00/	4.4.50/
	not been applied	18.0%	17.3%	17.1%	16.6%	14.5%
11	Tier 1 (as a percentage of risk exposure amount)	18.0%	17.3%	17.1%	16.7%	14.6%
12	Tier 1 (as a percentage of risk exposure amount) as if IFRS 9 or	40.00/	47.00/	47.40/	40.00/	4.4.50/
40	analogous ECLs transitional arrangements had not been applied	18.0%	17.3%	17.1%	16.6%	14.5%
13	Total capital (as a percentage of risk exposure amount)	20.5%	19.8%	19.7%	19.2%	16.9%
14	Total capital (as a percentage of risk exposure amount) as if IFRS 9 or analogous ECLs transitional arrangements had not been					
	applied	20.5%	19.8%	19.7%	19.2%	16.9%
	Leverage ratio	20.5%	19.0%	19.770	19.270	10.9%
15	Leverage ratio total exposure measure	4 860 000	4 021 620	5,199,255	5 425 700	5 202 099
16	Leverage ratio	8.1%	7.9%	7.5%	7.1%	7.2%
17	Leverage ratio as if IFRS 9 or analogous ECLs transitional	0.170	1.570	7.570	7.170	7.270
17	arrangements had not been applied	8.1%	7.9%	7.5%	7.1%	7.1%
	arrangemente had not been applied	0.170	1.570	1.570	1.1/0	1.170

# EU OV1 – Overview of total risk exposure amounts

				Minimum capital
		RV	VAs	requirements
		30/09/2023	31/12/2022	30/09/2023
1	Credit risk (excluding CCR)	1,938,028	2,074,211	155,043
2	Of which the standardised approach	1,938,028	2,074,211	155,043
3	Of which the foundation IRB (FIRB) approach	· · · -	-	, <u>-</u>
4	Of which: slotting approach	-	-	-
EU 4a	Of which: equities under the simple risk weighted approach	-	-	-
5	Of which the advanced IRB (AIRB) approach	-	-	-
6	CCR	13,860	7,472	1,109
7	Of which the standardised approach	-	-	-
8	Of which internal model method (IMM)	-	-	-
EU 8a	Of which exposures to a CCP	-	-	-
EU 8b	Of which credit valuation adjustment - CVA	3,002	1,570	240
9	Of which other CCR	10,858	5,902	869
15	Settlement risk	-	-	-
16	Securitisation exposures in the non-trading book (after the cap)	-	-	-
17	Of which SEC-IRBA approach	-	-	-
18	Of which SEC-ERBA (including IAA)	-	-	-
19	Of which SEC-SA approach	-	-	-
EU 19a	Of which 1250%/ deduction	-	-	-
20	Position, foreign exchange and commodities risks (Market risk)	7,093	9,944	567
21	Of which the standardised approach	7,093	9,944	567
22	Of which IMA	-	-	-
EU 22a	Large exposures	-	-	-
23	Operational risk	237,799	237,799	19,024
EU 23a	Of which basic indicator approach	-	-	-
EU 23b	Of which standardised approach	237,799	237,799	19,024
EU 23c	Of which advanced measurement approach	-	-	-
24	Amounts below the thresholds for deduction (subject to 250%			
	risk weight)	-	-	-
29	Total	2,196,779	2,329,426	175,742

# **CREDIT RISK AND CREDIT RISK MITIGATION (CRM)**

Credit risk is the risk that the Group will incur a loss from debtor's non-performance or default. The Group is exposed to credit risk in its lending, investing and transaction activities, as well as in respect of the guarantees issued to or received from third parties and other off-balance sheet commitments to third parties. Credit risk management is performed pursuant to the Credit Risk Management Policy, Risk strategy and Loan monitoring, Forbearance and NPL management policy. The goal of the credit risk management is to ensure a sound, sustainable and diversified loan and securities portfolios, which generates returns that correspond to the assumed level of risk and are characterized by high resilience against external shocks.

Credit risk management is based on an adequate assessment of credit risk, proper decision-making and monitoring. The lending decision is based on repayment capacity of the borrower and an additional alternative recovery option in case of default or material deterioration of the borrower's risk profile.

In cases when significant risk is to be undertaken, the credit risk analysis is performed by units independent from loan origination. The credit risk analysis consists of risk identification, PD calculation, an assessment of customer's creditworthiness and collateral quality and liquidity. The analysis of a legal entity's creditworthiness includes risk identification and an assessment of the shareholder structure and management, industry and peers, business model and project financed as well as an analysis of its credit history and current and forecasted financial situation and its sensitivity to key risk drivers and analysis of ESG factors. The assessment of a private individual's creditworthiness consists of the credit history and affordability analysis. For significant exposures decision on loan origination is taken by the Credit Committee and approved by the Bank's Management Board.

In relation to the acquisition of corporate bonds, the Group always analyses the business profile and financial performance of the issuer, taking into consideration the credit ratings assigned to it by international rating agencies or performs internal counterparty financial analysis, if external rating is not assigned, as well as market-based indicators. Sovereign bonds are assessed similarly, but with an emphasis on different fundamental factors, including the country's economic strength, institutional strength, financial strength of the government, political risks and other relevant factors.

After a loan is issued, the client's financial position, early warning indicators, payment discipline and client's ability to meet contractual obligations are being regularly evaluated and monitored to timely identify credit quality deterioration and apply appropriate classification

The Group monitors its loan portfolio and securities portfolio and regularly assesses its structure, quality, concentration levels, portfolio performance trends and overall risk level. The Group takes measures for limiting credit risk concentration by diversifying the portfolio and setting credit risk concentration limits. To limit its credit risk, the Group has set the following concentration limits: individual counterparty and issuer limits, maximum exposure limit linked to a particular risk class of counterparty/issuer, limit for internally risk weighted exposures in a particular country/sector combination, limit for groups of mutually related customers, limit for large risk exposures, limit for transactions with the Group's related parties, industry limit. Credit risk identification, monitoring and reporting is the responsibility of the Risk Division.

In addition to the credit risk, which is inherent in the Group's loan portfolio and fixed income securities portfolio, the Group is also exposed to credit risk as a result of its banking relationships with multiple credit institutions which it maintains in order to process customer transactions in a prompt and efficient manner. The Group manages its exposure to commercial banks and brokerage companies by monitoring on a regular basis the credit ratings of such institutions, conducting due diligence of their credit profiles and monitoring the individual exposure limits applicable to counterparties set by the Financial Market and Counterparty Risk Committee (FMCRC). The Group's exposures to derivative counterparties arise from its activities in managing foreign exchange risk. Risk appetite for the open foreign exchange position is low, and the Group executes counterparty risk assessment and accepts only counterparties which are within its risk appetite limits.

### COUNTERPARTY CREDIT RISK

Counterparty credit risk is the risk that the counterparty to a transaction could default before the final settlement of the transaction's cash flows. Group's counterparty credit risk arises primarily from currency derivatives transactions. The Group applies Simplified Standardised Approach (Simplified SA CCR) to calculate counterparty credit risk.

### **LEVERAGE RATIO**

Leverage ratio is calculated as Tier 1 capital versus the total exposure measure. The minimum requirement is 3%. The exposure measure includes both non-risk based on-balance sheet and off-balance sheet items calculated in accordance with the capital requirements regulation. The leverage ratio and the risk-based capital adequacy ratio requirements are complementary, with the leverage ratio defining the minimum capital to total exposure requirement and the risk-based capital adequacy ratios limiting bank risk-taking.

# **MARKET RISK**

Market risk is the risk that the Group will incur a loss as a result of the mark-to-market revaluation of balance sheet and off-balance sheet items caused by changes in market values of financial instruments due to changes in foreign exchange rates, interest rates and other factors.

The position risk of financial instruments is managed through diversification by country, sector, industry and elaborate limit control. Issuers are internally risk graded. The exposure level limits, after in depth analysis, are set by the FMCRC, observing concentration risk levels set in the Group's Risk Strategy and other rules set by and specified in the Risk Strategy. The decisions of FMCRC are approved by the Management Board

To assess position risk the Group uses sensitivity and scenario analysis, which identifies and quantifies the negative impact of adverse events on the portfolio of the Group taking into consideration regional, sector profiles of the portfolio and credit rating risk profiles of issuers.



Group Treasury manages market risk applying the measures set by the Group's Risk Strategy, including through interest rate swaps, which are used for risk management purposes only.

### Exposures in equities not included in the trading book

None of the Group's investments in equity exposures has trading intention. Information on the Group's investments in the equities, which are not held for trading, including carrying value, applied valuation techniques, fair value hierarchy level and estimated fair value, is disclosed at AS Citadele banka latest financial report which is available at <a href="https://www.cblgroup.com">www.cblgroup.com</a>.

The prudential consolidation group does not include AAS CBL Life. The Group's investment of EUR 4,269 thousand in the capital of this subsidiary is accounted at cost and is not revalued.

### **Currency risk**

Currency risk is a risk of loss arising from fluctuations in currency exchange rates.

Currency risk management in the Group is carried out in accordance with Market Risk and Counterparty Credit Risk Management Policy and limits set in the Group's Risk Appetite Framework and Risk Strategy. FMCRC oversees and assess currency risk level within the Group, monitors compliance and the fulfilment of the limits, and sets limits for individual dealing desks within the overall risk limits. The decisions of the FMCRC are approved by the Bank's Management Board.

Day-to-day currency risk management is the responsibility of the Treasury Division, while risk monitoring and reporting is the responsibility of the Risk Management Division.

The Group has a low-risk appetite for foreign exchange risk. The Group aims to keep exposures at levels that would produce a small net impact even in periods of high volatility. Several well-known methodologies are used to measure and manage foreign exchange risk including a conservative limit for a daily value-at-risk exposure. The Group is in full compliance with the currency position requirements of Latvian legislation and sets its internal limits more prudently than the regulatory limits.

### Interest rate risk

Interest rate risk is related to the possible negative impact of changes in general interest rates on the Group's income and economic value.

Interest rate risk management in the Group is carried out in accordance with Market Risk and Counterparty Credit Risk Management Policy

Interest rate risk is assessed, and decisions are taken by the Assets and Liabilities Management Committee (ALCO). The decisions of the ALCO are approved by the Bank's Management Board. Acceptable interest rate risk level accompanied with the relevant limits is defined in the Group's Risk appetite framework and Risk strategy, ALCO monitors the compliance with the approved limits and use of the instruments for the management of interest rate risk. Interest rate risk measurement, management and reporting are responsibilities of the Treasury Division, while the Risk Management Division ensures proper oversight and prepares analytical reports to the ALCO and the Bank's Management Board.

The Group manages interest rate risk by using repricing gap analysis of the risk sensitive assets and liabilities, duration analysis of assets and liabilities as well as stress testing. Group sets limits for the impact of interest rate shock on economic value, net interest income and revaluation reserve. Based on the market analysis and the Group's financing structure, the ALCO sets the interest rates for customer deposits.



# LIQUIDITY RISK

Liquidity risk is the risk that the Group will be unable to meet its legal payment obligations. The purpose of liquidity risk management is to ensure the availability of liquid assets to cover any possible gaps between cash inflows and outflows as well as to secure sufficient funding for lending and investment activities.

The Group manages its liquidity risk in accordance with Liquidity Risk Management Policy and Liquidity Buffer Management Policy. The management and reporting of liquidity risk is coordinated by the Treasury Division, and the risk is assessed and decisions are taken by the ALCO. The decisions of the ALCO are approved by the Bank's Management Board. The Risk Management Division on a monthly basis provides information to the ALCO and the Bank's Management Board and Supervisory Board about the level of the assumed risk as part of the reporting and supervision process.

Liquidity risk for the Group is assessed in each currency in which the Group has a significant amount of transactions. Liquidity risk limits are reviewed at least once a year and also when there are major changes to the Group's operations or external factors affecting its operations. A liquidity crisis management plan has been developed and is updated on a regular basis.

One of the crucial tools used to evaluate liquidity risk is scenario analysis. Several scenarios of different severity and duration are employed by the Group with risk tolerances defined for the outcomes of those scenarios. Furthermore, the Group has developed a system of liquidity risk limits and early warning indicators and systematically prepares cash flow forecasts which incorporate assumptions about the most likely flow of funds over the period of one year. For general assessment of existing gaps between contractual maturities of assets and liabilities without any assumptions on customer behaviour, the Group regularly analyses liquidity term structure and sets corresponding risk tolerances.

The Group's balance sheet structure is planned for at least a one-year period and is aligned with development plans for the current period. The major current and potential funding sources are regularly analysed and controlled across the Group. The Group maintains regular contact with its interbank business partners and creditors with the aim of projecting possible deadlines for repayment or prolongation of funding sources as well as absorption of excess liquidity.

The general principles of the liquidity coverage ratio (LCR) as measurements of the Bank's and the Group's liquidity position is defined in the Regulation (EC) No 575/2013. The Commission Delegated Regulation (EU) 2015/61 defines general LCR calculation principles in more details. The minimum LCR requirement is 100% and it represents the amount of liquidity available to cover calculated net future liquidity outflows. The Bank and the Group is compliant with LCR requirements.



### EU LIQ1 - Quantitative information of LCR

In template "EU LIQ1" the disclosed LCR information is calculated as the simple average of months-end observations over the twelve months preceding the end of each quarter. In other LCR disclosures and reports non-average end of the month figures may be disclosed. Non-average and end of the month figures will not reconcile.

ngures may	be disclosed. Non-average and end of the month figures will not reconcile.	а	b	С	d	е	f	g	h
	Scope of consolidation: consolidated	Te	otal unweighted	value (average)			Total weighted v	/alue (average)	
EU 1a	Quarter ending on	30/09/2023	30/06/2023	31/03/2023	31/12/2022	30/09/2023	30/06/2023	31/03/2023	31/12/2022
EU 1b	Number of data points used in the calculation of averages	12	12	12	12	12	12	12	12
HIGH-QUA	ALITY LIQUID ASSETS								
1	Total high-quality liquid assets (HQLA), after application of haircuts in line with Article 9 of regulation (EU) 2015/61	n/a	n/a	n/a	n/a	1,223,933	1,168,256	1,132,958	1,104,523
CASH - OI	JTFLOWS								
2	retail deposits and deposits from small business customers, of which:	2,646,088	2,534,370	2,656,968	2,631,428	189,974	185,094	193,461	192,133
3	Stable deposits	1,646,871	1,543,609	1,697,493	1,696,134	82,344	77,180	84,875	84,807
4	Less stable deposits	734,686	736,375	770,238	766,109	94,563	97,676	98,375	97,723
5	Unsecured wholesale funding	1,106,855	979,630	1,002,440	909,130	511,928	457,797	464,816	419,672
6	Operational deposits (all counterparties) and deposits in networks of cooperative banks	100,710	90,071	95,058	92,176	24,005	22,871	22,640	21,969
7	Non-operational deposits (all counterparties)	1,005,655	889,108	906,891	816,463	487,432	434,475	441,685	397,212
8	Unsecured debt	491	451	491	491	- , -	- , -	-	-
9	Secured wholesale funding	n/a	n/a	n/a	n/a	-	-	-	-
10	Additional requirements	387,739	366,432	357,148	350,656	104,230	73,834	57,283	35,465
11	Outflows related to derivative exposures and other collateral requirements	77,675	45,383	29,332	6,454	77,675	45,383	29,332	6,454
12	Outflows related to loss of funding on debt products		-	,	-,		-	,	-,
13	Credit and liquidity facilities	310,198	321,049	327,816	344,202	26,555	28,451	27,951	29,010
14	Other contractual funding obligations	1,615	875	550	458	1,615	875	550	458
15	Other contingent funding obligations	162,073	229,032	226,975	173,821	8,889	11,259	11,186	8,540
16	TOTAL CASH OUTFLOWS	n/a	n/a	n/a	n/a	816,636	728,859	727,296	656,268
CASH - IN	FLOWS								
17	Secured lending (e.g. reverse repos)	_	_	_	_	_	_	_	_
18	Inflows from fully performing exposures	79,581	72,649	63,827	56,652	62,691	57,092	48,009	41,388
19	Other cash inflows	72,804	48,575	25,853	4,557	72,804	48,575	25,853	4,557
13	(Difference between total weighted inflows and total weighted outflows	72,004 n/a	40,573 n/a	25,055 n/a	4,557 n/a	12,004	40,575	25,055	4,557
EU-19a	arising from transactions in third countries where there are transfer restrictions or which are denominated in non-convertible currencies)	11/4	11/a	II/a	II/a	-	-	•	_
EU-19b	(Excess inflows from a related specialised credit institution)	n/a	n/a	n/a	n/a	-	-	-	-
20	TOTAL CASH INFLOWS	152,385	121,224	89,680	61,210	135,495	105,667	73,862	45,945
EU-20a	Fully exempt inflows	_	_	_	_	_	_	_	_
EU-20b	Inflows subject to 90% cap	_	-	_	-	-	-	_	_
EU-20c	Inflows subject to 75% cap	152,385	121,224	89,680	61,210	135,495	105,667	73,862	45,945
TOTAL AD	DJUSTED VALUE								
21	LIQUIDITY BUFFER	n/a	n/a	n/a	n/a	1,223,933	1,168,256	1,132,958	1,104,523
22	TOTAL NET CASH OUTFLOWS	n/a	n/a	n/a	n/a	681,142	623,192	653,434	610,323
23	LIQUIDITY COVERAGE RATIO	n/a	n/a	n/a	n/a	180%	187%	173%	181%
		.,,		.,,		12070		370	



Risk management and capital adequacy report (pillar 3 disclosures) for the nine months ended 30 September 2023

### EU LIQB on qualitative information on LCR, which complements template EU LIQ1

### **Qualitative information**

- (a) Explanations on the main drivers of LCR results and the evolution of the contribution of inputs to the LCR's calculation over time:
  - The LCR is affected by depositors' activities that is inflows and outflows of funds for operational or economic reasons, and corresponding changes in the HQLA.
- (b) Explanations on the changes in the LCR over time:
  - LCR dynamics are mainly affected by developments in the deposit base and corresponding actions taken by the management to manage liquidity position accordingly.
- (c) Explanations on the actual concentration of funding sources:
  - The Group is primarily deposit funded. Deposits are diversified among Retail and Corporate segments.
- (d) High-level description of the composition of the institution's liquidity buffer: Mainly comprised of central bank balances and high-quality debt securities.
- (e) Derivative exposures and potential collateral calls:
  - Derivatives are mainly used for management of the open currency position. Collateral pledged and received can be volatile over time and depends on the underlying risk factor dynamics, mainly FX rates, but for the Group is immaterial in absolute terms due to short maturity and low gross volumes.
- (f) Currency mismatch in the LCR:
  - The Group predominantly operates in EUR currency and has low levels of assets and liabilities in foreign currencies. Low currency mismatch in LCR is observed.
- (g) Other items in the LCR calculation that are not captured in the LCR disclosure template but that the institution considers relevant for its liquidity profile:

### **OPERATIONAL RISK**

The Group has adopted the Basel Committee on Banking Supervision's definition of operational risk: the probability of incurring losses due to failure or partial failure of internal processes to comply with the requirements of the laws and binding external regulations, as well as the requirements of internal regulations, due to the acts of the Group's employees and operation of systems, irregularities in internal processes, as well as due to the acts of third parties or other external conditions. Operational risk is divided into the following categories: personnel risk, process risk, IT and system risk, external risk.

Operational risk is managed using an integrated and comprehensive framework of policies, methodologies, procedures and regulations for identification, analysis, mitigation, control, and reporting of operational risk. The Group's operational risk management processes are integral to all business activities and are applicable to all employees and members of the Group. The Group's aim is to ensure that each of its employees knows not just how to perform specific transactions, but also understand the key areas where risk can arise and the processes and steps required to prevent, or otherwise mitigate such risk.

The goal of the Group's operational risk management framework is to maintain low level of risk while ensuring that any residual risk is economically justified in light of the need to sustain the Group's performance and profit in the long term.

The Group aims to avoid operational risks with a potential impact which exceeds 1 bp of CET1 capital and has a higher probability of occurrence than once per five years, or risks with unquantifiable impact which are unmanageable, irrespective of the financial gains this could bring. Each accepted risk must be economically justified and, in cases where the assessment of operational risk in monetary terms is possible, the costs of the control measures required must be commensurate with the eventual loss that could be prevented by the existence of the control system.

The Group applies following approaches for operational risk management:

- Assessing operational risk in development projects: new and updated services and products are introduced only after a thorough risk assessment has been carried out;
- Conducting regular operational risk-control self-assessment: the Group identifies and assesses potential operational risk
  events, assesses control systems which are in place, and analyses the necessary risk reduction measures;
- Measuring operational risk indicators: the Group uses statistical, financial, and other indicators which represent the levels of operational risk in its various activities;
- Measuring, analysing, monitoring, reporting and escalating operational risk: the Group registers and analyses operational risk
  events, including their severity, causes and other important information in an operational risk loss and incident database;
- Conducting scenario and sensitivity analysis and stress-testing;
- Performing business continuity planning: the Group performs regular business impact analysis and has implemented a Disaster Recovery Plan;
- Assigning responsibilities: the operational risk management system includes assignment of responsibilities to certain individuals: and
- Documenting decisions: the Group maintains records in relation to the process undertaken to reach a particular decision or to prevent or mitigate a particular risk.

Operational risk management in the Group is carried out in accordance with Operational Risk Management Policy