



ELEVATING RISK MANAGEMENT AND STRENGTHENING GOVERNANCE AND SERVICE QUALITY AT THE FUND

In the Fund's early days, the roles of auditing and risk management were intertwined. However, as time progressed, the Fund made a strategic decision to separate these functions. This separation has yielded substantial benefits, notably by intensifying the Fund's focus on risk management and leading to the establishment of the Risk and Compliance Division. This shift has strengthened the objectivity and integrity of our audit processes, as auditors now focus on giving assurance on risk management framework and its implementation with greater independence.

The Risk and Compliance Division plays a pivotal role in our organization by proactively identifying emerging risks, assessing their potential impact, and formulating effective mitigation strategies. We address a broad range of risks, including operational, strategic, financial, and business continuity risks, among others. This comprehensive approach ensures that risk management is deeply embedded in our operational framework.

By entrenching risk management in our board's operations, we have achieved a multitude of benefits:

- **Enhanced Likelihood of Meeting Objectives:** We are now better positioned to achieve our organizational objectives.
- **Deeper Understanding of Key Risks:** Our improved understanding of risks and their broader implications informs our decision-making processes.
- **Informed Decision-Making:** We make decisions that are well-informed by the insights gained through risk assessments.
- **Continuity of Services:** Even in the face of unforeseen events, we maintain the continuity of our services.
- **Focus on Quality:** There is now a heightened internal focus on executing our operations correctly and efficiently.
- **Improved Compliance:** Our adherence to laws, regulations, and policies has seen significant improvement.
- **Continuous Improvement:** Ongoing risk assessment allows us to continuously enhance our processes and adjust strategies and controls to address emerging risks.
- **Reduced Audit Queries:** The number of audit queries has substantially decreased, reflecting our enhanced risk management practices.

Our commitment to delivering quality service to our customers is protected in our Service Charter, which aligns with the principles of customer relations management. Risk management has played a pivotal role in establishing controls that safeguard the quality of services we provide to our customers.

Moreover, the Board has made substantial strides in automating our risk management processes. By harnessing technology, we have streamlined and optimized our service delivery, contributing to the efficient and reliable provision of services to our stakeholders and the nation as a whole.

The Fund's dedication to risk management has not only stimulated our governance structure but has also elevated the quality of services we offer. Our journey towards effective risk management is an ongoing one, driven by the goal of delivering excellence to our stakeholders.

