



**General Circular 2024 / 15**  
**9<sup>th</sup> September 2024**

**REPORTING INCIDENTS AND PROBLEMS  
TO RISK MANAGEMENT DEPARTMENT**

All staff members are committed to maintaining a safe and efficient work environment. To enhance our risk management practices, we kindly request that all staff promptly report any incidents or problems related to business operations, HR, IT, and day-to-day activities directly to the Risk Management Department in addition to report relevant departments.

This process stated in this circular is effective from 01<sup>st</sup> September 2024 which is also compulsory under the CBSL directions.

**What should be Reported**

- **BUSINESS INCIDENTS :-** Any events affecting our operations, financial stability, or reputation.
- **HR ISSUES :-** Concerns related to personal, workplace behavior, or employee well-being.
- **IT ISSUES :-** Technical glitches, security breaches, data integrity issues and communication.
- **FAILURES :-** Day-to-Day Challenges: Operational hurdles, process inefficiencies, or safety.
- **CONCERNS :-** Eradicate wrong practices: Branches and head office current problem solution process related to business and operations.

**How do you Report**

1. Email: Send an email to: [risk@lcbfinance.net](mailto:risk@lcbfinance.net)
2. Phone Call: 0112 825404 / 0112 825405 / 0112 825406 – Ext 205 ( Risk Mgt. Dept. )
3. In Person: Visit the Risk Management Department at LCB Finance Head Office
4. In Emergency: 0773 421215 – Chief Risk Officer
5. Anonymous reports will not be entertained.



### **Why Reporting Matters:**

- Early reporting helps us address issues promptly.
- It enables us to take necessary recovery actions.
- Your input contribution to our continuous improvement efforts.
- Its compulsory to reporting for manage the future risk issues

With this process our main focus in to support the smooth growth of business and develop viable procedure in line with the business development policies of the Company.

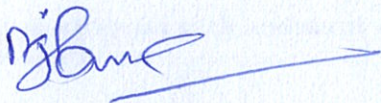
At times unwanted and unregulated incidents of individuals disrupt the business activities of the Company and if not dealt with spontaneously they will lead to either financial loss, loss of reputation in the market leading regulatory compliance failures as well.

Through the procedures herein, we can overcome this situation and build up comfort zone for all the staff members of our company.

Your cooperation in maintaining a resilient and secure workplace is very important as we together, can mitigate operational risks effectively.

Assistant Branch Managers and Nominated officers in departments are required to coordinate and comply with the requirements herein.

For any clarification, please contact Chief Risk Officer.



**Jayalal Perera**  
Chief Risk Officer



**K.G. Leelananda**  
CEO / Executive Director