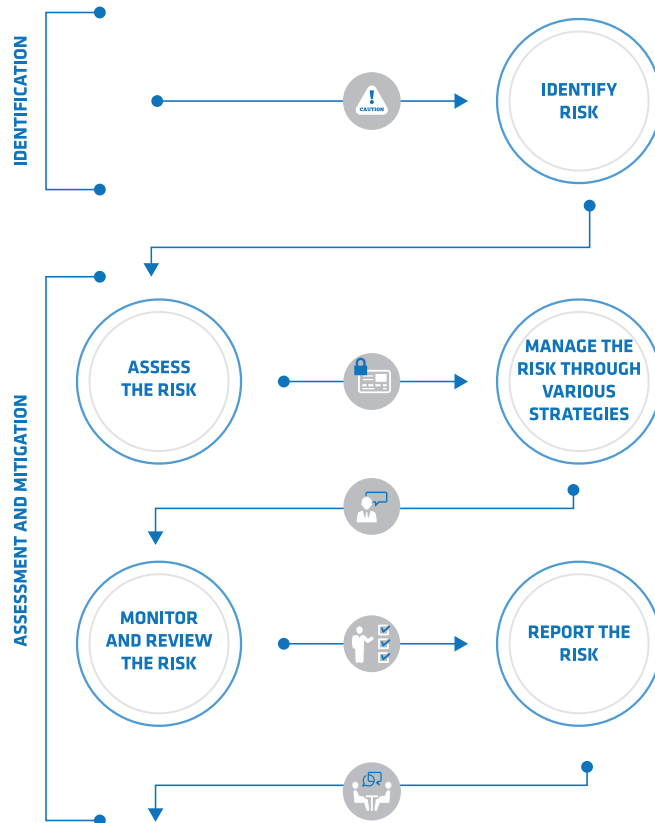




RISK REVIEW

Given the innovative and fast growth nature of the group, a robust and effective risk management system is crucial to the assessment, monitoring and mitigation of risk identified within the company. The group has the following controls in place to assist with risk management to ensure the group achieves its strategic and operational goals.



INTERNAL CONTROL SYSTEMS

The board of directors is ultimately responsible for the governance of risk in the group to provide reasonable assurance that the group's business objectives and strategy will be achieved in accordance with its risk appetite. The board has oversight of the group's risk framework, policies and procedures and ensures the continued maintenance of the group's system of internal controls. The group's adherence to controls is governed by approved policies and procedures. These are also reviewed on a regular basis by management, internal and external audit.

INTERNAL AUDIT

The internal audit function was co-sourced with PwC for Trustco Bank and EY for the remainder of the group. The internal auditors provide the ARC with assurance on the effectiveness of the internal control system.

EXTERNAL ASSURANCE

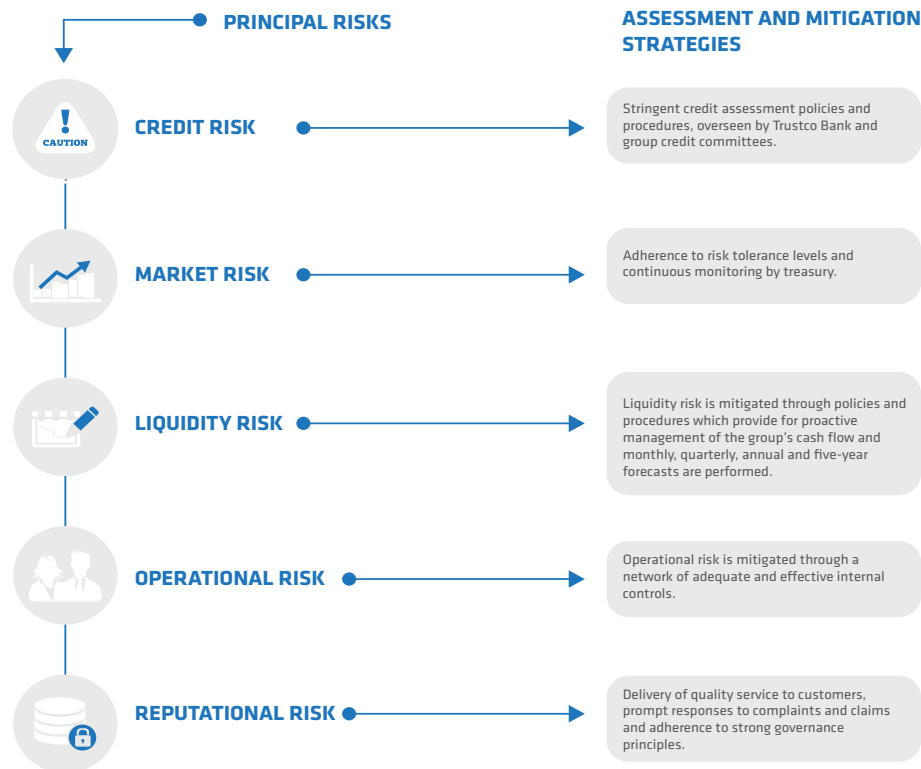
Various external parties are used to assess the adequacy and effectiveness of controls in certain instances to provide risk assurance and to ensure compliance like environmental, IT and safety audits.

COMPLIANCE

Compliance with relevant laws and regulations are managed by the company secretary and each segment's senior management with the assistance of the group CAE and group legal advisor. Any compliance issues or risks identified are monitored and reported to ARC.

RISK IDENTIFICATION

The continuous risk assessment process undertaken by the group during the financial year identified the following significant risks:



WHISTLE-BLOWING

Trustco has an established anonymous reporting facility for whistle-blowing. This facility enables employees and other stakeholders to report fraudulent, corrupt or unethical behaviour related to any of the group's activities, without fear of victimisation and retribution. There were no significant frauds or thefts reported during the period under review.

PRICE-SENSITIVE INFORMATION

No director, officer or employee may deal either directly or indirectly in the company's shares on the basis of unpublished price sensitive information regarding the company's business or affairs. In addition, no director, officer or employee in possession of price sensitive information may trade in the company's securities during closed periods.

PROHIBITED PERIODS

Closed periods are from the end of the interim and annual reporting periods to the announcement of financial results for the respective periods or while the company is under a cautionary announcement. The company has a repurchase programme in place which allows the company or its subsidiaries to acquire securities during these periods.