

NDB Achieves Milestone as the First Sri Lankan Bank Certified in ISO Trio—ISO 27001:2022, ISO 22301:2019, and ISO 20000:2018

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NDB Bank has reached an extraordinary milestone by becoming the first commercial bank

in Sri Lanka to secure all three globally recognised ISO certifications: ISO 27001:2022 for Information Security, ISO 22301:2019 for Business Continuity Management, and most recently, ISO 20000:2018 for IT Service Management.

The attainment of ISO 20000:2018 underscores the Bank's commitment to operational excellence and delivering secure, resilient, and high-quality IT services that meet the evolving needs of customers and stakeholders.

NDB's journey is marked by several firsts in the Sri Lankan banking industry. The Bank was the first in the industry to upgrade its ISO 27001 certification to the latest 2022 version for Information Security Management and the first to secure ISO 22301:2019 for Business Continuity Management. These certifications, achieved ahead of regulatory requirements, demonstrate NDB's commitment to innovation, security, and resilience, in line with the Central Bank of Sri Lanka's (CBSL) recommendations for enhancing compliance and operational robustness.

Indika Gunawardena, CIO and Vice President IT, NDB Bank, stated, "Our ISO certifications reflect more than just adherence to international standards; they highlight our relentless commitment to technological innovation, operational resilience, and customer trust. We are dedicated to leveraging the latest technologies to enhance service delivery and set new industry benchmarks."