

People's Bank becomes the first State-Owned Bank in Sri Lanka to achieve ISO 22301:2019 certification



(L-R): Lal Pieris, Assistant General Manager – Banking Support Services, People's Bank; Ishani Weerasinghe, Dep. Manager; Madhawa Kanakkahewage, Assistant General Manager – Revival Unit; Indumini Rathnayake, Deputy General Manager – Banking Support Services; Clive Fonseka, CEO/GM; Shan Nanayakkara, Bureau Veritas-Country General Manager; Subash De Silva, Manager – Marketing and Sales; Gayan Wijesundara, Associate Director, Technology Consulting, Ernst and Young, Sri Lanka; Kavanthissa Ranaraja, Assistant Manager, Technology Consulting; and Ruhunu Dissanayake, Millennium IT E.S.P Director-Business Development-Platform.

People's Bank has achieved a significant milestone by becoming the first state-owned bank in Sri Lanka to be awarded the internationally recognized ISO 22301:2019 certification for its Business Continuity Management System (BCMS).

The certification was awarded by Bureau Veritas, the world's leading certification company, following a comprehensive assessment of the Bank's business continuity

framework and operational resilience capabilities.

Clive Fonseka, Chief Executive Officer/General Manager of People's Bank, stated: 'Achieving ISO 22301:2019 certification is a significant milestone for People's Bank and reflects our unwavering commitment to operational resilience, service continuity, and customer trust. As the first state-owned bank in Sri Lanka to receive this prestigious certification, we remain focused on strengthening our systems and processes to ensure uninterrupted banking services while delivering the highest standards of reliability and excellence to our customers and stakeholders.'

ISO 22301 is the global standard for Business Continuity Management, enabling organizations to effectively prepare for, respond to, and recover from unexpected disruptions while ensuring the continuity of critical services. The certification demonstrates People's Bank's capability to maintain essential banking operations and safeguard customer interests even during adverse situations.

The implementation of the BCMS was carried out with the professional guidance of Millennium IT E.S.P, with consultancy support provided by Ernst & Young, Sri Lanka and spearheaded by the Banking Support Services Department. This achievement reflects the Bank's continuous commitment to strengthening governance, risk management, operational resilience, and service excellence in line with international best practices.