

Corporate Services

Celebrating 25 Years of Service

The financial year 2014/15 marked an important milestone in the Reserve Bank's history as it celebrated its 25th Anniversary on 1 July 2014. The Bank commemorated the legacy of its Silver Jubilee on 9 July 2014, with a low key prayer gathering of the Board of Directors and staff. In his welcoming speech, Governor Kioa acknowledged the Bank's appreciation of both former and current Board Directors, Governors and staff of the bank for their services rendered over the last 25 years thus bringing the Bank to be an effective and dynamic central bank in promoting Tonga's economic prosperity.

The Guest of Honor who is also the longest serving Board Director, HRH Princess Pilolevu Mafile'o Tuita also marked the occasion by presenting a silver coin to the longest service, Ms 'Isapela Hufanga - one of the remaining founding staff members since the establishment of the Reserve Bank in 1989.



HRH Princess Salote Mafile'o Pilolevu Tuita, the Governor and Ms. 'Isapela Hufanga the founding staff member.

Highlights of the commemoration of the Banks Silver Jubilee included the completion of the Phase 2 of the Level 2 upgrade. This was critical considering the Bank's functions have increased over the years, and it is anticipated that the number of staff would continue to increase in the coming years in order to carry out the Bank's functions. Therefore, the upgrade of the Level 2 open area into work stations to accommodate the increase in the number of staff was timely. The Level 2 board room and conference room were also renovated to become a meeting area for all the staff. Additionally,

a currency museum was constructed to display a collection of all the bank notes and coins as well as commemorative coins in Tonga. These notes and coins include those issued by the Reserve Bank since its establishment 25 years ago as well as notes and coins issued by the Commissioner of Currency before the Reserve Bank was established in 1989.

Staffing

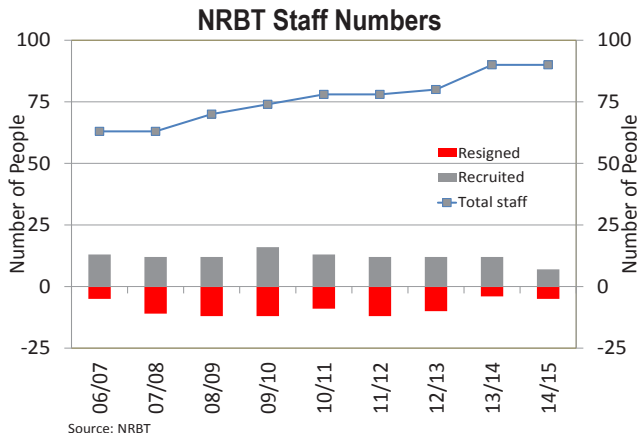
The Bank continued to focus on promoting its strategic priority to positioning the Reserve Bank as the employer of choice. This is through implementing competitive attraction and retention strategies in a culture of high performance. The Bank's human resource policies, staff benefits including staff loan and provident fund, training and development, transparent career path for staff and the organizational structure were reviewed. and implemented. These projects contributed to marking the commemoration of the Bank's Silver Jubilee on 1 July 2014.

During the year, the Reserve Bank endeavoured to be the employer of choice while implementing its second year of the Governor's Awards as part of the Bank's employee retention strategies to recognise and reward staffs with talent when consistently demonstrating the values of the Bank in their roles. At the end of 2014, the awardees of the Governor's Awards for 2014 were Mrs Melenaite Tupou as the employee of the year and Mr Siosaia Taione as the security of the year. These two awardees were rewarded one salary increment effective from the 1 January 2015 to mark this achievement. Management of the Bank anticipates that the staffs will continue to maintain a high standard of performance not only towards their teams but the Bank as a whole.



Staff of the National Reserve Bank of Tonga at the 25th Anniversary Celebration

Investing on building the Reserve Bank's capacity, 7 professional staffs were recruited mainly to the Economics & Research, IT, Accounts, Security and Financial Markets Departments. A Technical Advisor under the Australian Volunteers for International Development (AVID) program was also engaged to strengthen the facilitation of economic related activities. This was before the former Technical Advisor under the AVID completed his 1-year contract.



Through the commitment and support facilitated by technical assistants, 90 staff and 2 daily note counters, NRBT was able to deliver on its core responsibilities effectively during the year.

The Bank continued to engage staff through training programs offered in-house, locally and internationally to strengthen the core competencies needed to deliver the Reserve Bank's functions. During the year, the Bank completed 61% of the training programs scheduled and emerged during the year, a 20% decline from the previous year due to prioritizing of the Bank's commitments where some training opportunities were cancelled or deferred to the next financial year.

Staff members were encouraged to participate in the Bank's financial support program not only to further strengthen the competencies required for their job but also to build their career path at the Bank. One staff

Short Term Consultants and Technical Assistance (TA)

Descriptions	Department	Funding Source
Onsite and Offsite Supervision issues- PFTAC	Financial Institutions	PFTAC
Bank Licensing- PFTAC	Financial Institutions	PFTAC
IMF Legal Department (LEG) Mission- Annual Review of Prudential Statements	Financial Institutions	IMF
Review the classification of OET (Overseas Exchange Transaction) CODES - IMF	Economics Department	IMF

member is expected to complete a postgraduate study program in Risk Management in Australia, under the AuSAID scholarship scheme, in July 2015 and return to the Bank. Two staff members completed their Certificates in Accounting during the year through part time studies locally.

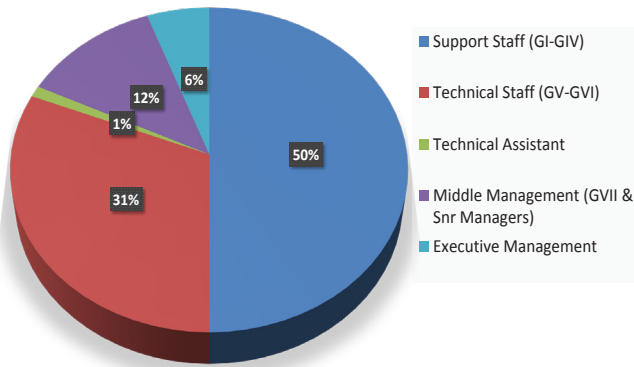
The Reserve Bank acknowledges the technical support and advisory services provided through the IMF, Pacific Financial Technical Assistance Centre (PFTAC) and the Australian Volunteers for International Development (AVID) program.

Instance of Training

by Financial Year

	Number of training events				Number of participants			
	2011/12	2012/13	2013/14	2014/15	2011/12	2012/13	2013/14	2014/15
In-house	6	3	2	5	98	37	15	23
Online	-	-	3	3	-	-	5	7
Local	6	1	11	5	17	2	23	14
Overseas	4	16	28	14	6	17	20	11

Total Employees by Category 2015



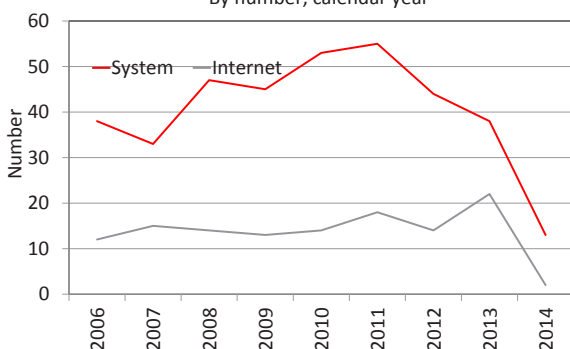
Information Technology

The Information Technology Division continued to focus on providing services that are highly accessible, uninterrupted and secured from a broad range of information sources. This involved improving the internet connectivity by installing submarine fiber optic cable to both SWIFT network system and the corporate network infrastructure, providing additional wireless connections to improve accessibility to information and also MAC address filtering to enhanced security controls. The Email System was further developed to enhance high availability of the databases by applying Database Availability Group and virtual backup of mailboxes. Storage Area Network backup volume was expanded with additional hard disk drive to accommodate the increase in the volume of the bank's information. Desktop computers and operating system were replaced with new laptops and desktop computers to promote innovative performance in a flexible working environment. The desktop computers were also upgraded with the latest updates and patches to ensure stability and enhance security. Further development was made on the Bank's external website to better meet the Bank's needs for timely dissemination of accurate information that are accessible and highly available.

Focusing on the strategic priority to modernize the op-

Instances of System Downtime

By number, calendar year



erations of the Bank, the Reserve Bank continued to review the Human Resource Management Information System (HRMIS) to automate some of the Bank's critical processes and function. This resulted in the implementation of the Time and Attendance system using the existing Cardax Door System to capture the staff attendance. The review of the HRMIS will continue to be developed in the next financial year. The Division continued to work on completing the matters arising from the IT Audit 2013, consolidating the IT Disaster and Recovery Plan and reviewing the IT Risk Framework.

Property

The Property Division continued to work closely with the Security and General Administration Division in maintaining the safety and security of the Bank's property, staff and tenants throughout the year. This involved conducting routine service maintenance of the Bank's critical plants and equipment while carrying out refurbishment projects to uphold the standard of the Bank's building, its key facilities while providing conducive and a safe working environment to staff and tenants. The projects completed during the year include:

1. Implementation of the second Phase of the Key Review Management and System.
2. Review of the Fixed Asset Management System and labelling.
3. Upgrading of the split air condition system at the Embassy of Japan's office at Level 5 with additional air handling units.
4. Undertaking the Building review.
5. Review of the Tenants' rental rate and Tenancy agreements.
6. Review and renewal of the leased land agreement for the Westpac Bank of Tonga's car park
7. Continuing the refurbishment of the Bank's centralized air condition system to be completed in the 2015/16 financial year.
8. Refurbishment of the Level 2 Conference room and new office layout.



Refurbishment of the Level 2 Conference room