

Corporate Services

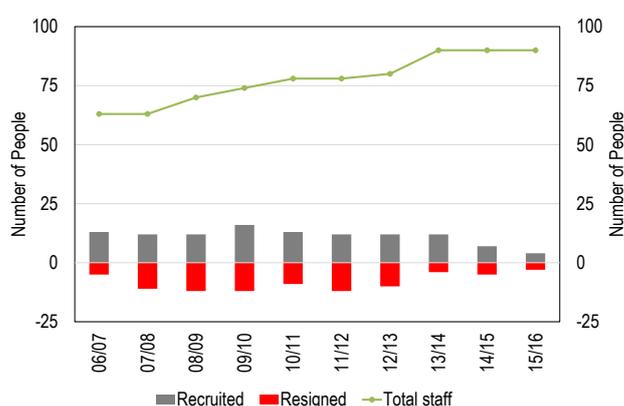
Staffing

The Reserve Bank continued to focus on promoting its strategic priority to position the Reserve Bank as the employer of choice. This is through implementing competitive attraction and retention strategies in a culture of high performance. The Reserve 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.

Investing on building the Reserve Bank's capacity, 4 professional staffs were recruited mainly to the Financial Intelligence, Finance and the Economics Departments. As part of the retention strategies and promoting a culture of high performance, the Bank implemented the Monthly awards for Employee of the Month, Health awards and Best Uniform awards to encourage improvements on staff performance and conduct. The Corporate uniforms were reviewed and a new set of uniforms were issued to Staff during the year.

Following the completion of the 1 year of implementing the Reserve Bank's Corporate Plan targets and strategies, the Management team reviewed the Bank's performance against the targets and re-submitted a revised Corporate Plan 2016 – 2018 to the Board for endorsement. The Staff Job Description were also reviewed and improvements to the Human Resource Information Management System databases was implemented to improve the accuracy in Human Resources information and records.

NRBT Staff Numbers



Through the commitment and support facilitated by 90 staff and 3 daily note counters, the Reserve Bank was able to deliver on its core responsibilities effectively during the year. In 2015/16, the staff turnover was 2.7%, well below the 5% Corporate Plan annual target. This indicates that there is an improvement on how the Bank has retained its staff by managing its employees and enhancing staff job satisfaction.

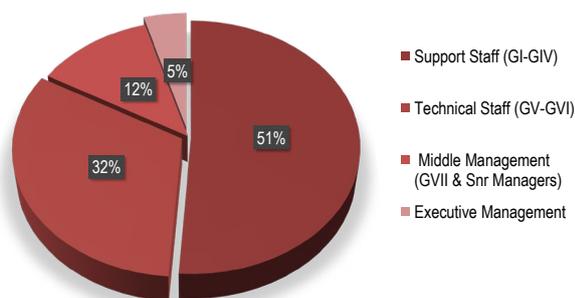
The Reserve Bank continued to engage staff through training programs offered in-house, locally and internationally to strengthen the core competencies needed to deliver the Reserve Bank's functions. During the year, the Bank completed 92% of the training programs scheduled and had emerged during the year, an increase of 12% above the Corporate Plan target of 80%. This increase reflected the Bank's commitment towards upskilling and staff development.

Instance of Training by Financial Year

	Number of training events					Number of participants				
	2011/12	2012/13	2013/14	2014/15	2015/16	2011/12	2012/13	2013/14	2014/15	2015/16
In-house	6	3	2	5	3	98	37	15	23	90
Online	-	-	3	3	2	-	-	5	7	10
Local	6	1	11	5	7	17	2	23	14	29
Overseas	4	16	28	14	28	6	17	20	11	38

Staff members were encouraged to participate in the Bank's financial for further studies program not only to further strengthen the competencies required for their job but also to build their career path at the Bank. One staff member completed a postgraduate study program in Risk Management in Australia, under the AusAID scholarship program.

Total Employees by Category 2016



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



Employee of the Month Awardees for January 2016

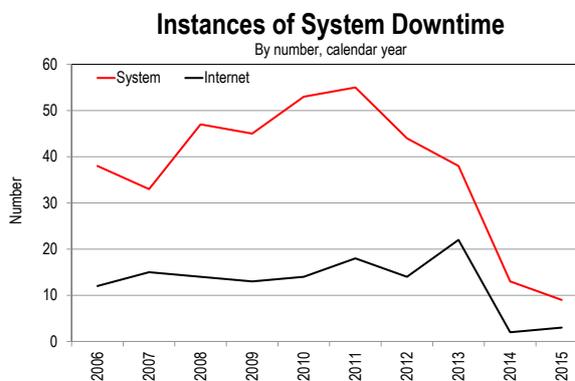
Information Technology

The main focus for the Information Technology Department was to continue to provide services that are highly accessible, uninterrupted and secured, and this financial year was no different. The instances of system downtime has continued to improve from previous years. Further-

more, continuous updating of the IT Network infrastructure and ensuring they are secured and intact with available security patches. The Email System was further developed by implementing a Secondary Client Access Server to ensure that the client's connectivity and accessibility to the email servers is highly accessible and un-interrupted. Backup Storage was further expanded with high capacity storage tapes to cater for the increase of the bank's data and information.

The desktop computer was replaced with new laptops to encourage staff to be mobile and work from anywhere in the bank. The Bank also enforced auditing of systems and technology by implementing the bi-annual internal Audit of the Access control, access rights and matrix. This check was on the server access rights against the approved access rights on the forms.

In light of recent cyber-attacks to various financial institutions and central banks overseas, the IT Department was vigilant in implementing various tasks and security checks to ensure that the NRBT corporate network and SWIFT systems is not vulnerable and secured from possible cyber-crime or from being hacked.



Property, Security and General Administration

The Property Division continued to work closely with the Security and General Administration Division towards achieving their corporate plan target for the year 2015/16 by maintaining the safety and security of the Bank's property, staff and tenants. The Property team proactively managed the Bank's Fixed Asset management processes and conducted a regular service and

maintenance of the Bank's critical plants and equipment while carrying out refurbishment projects to uphold the standard of the Bank's building. To maintain and secure the premises, the Bank's Electronic Security system was upgraded. This also provided a conducive and safe working environment to staff and tenants. The General Administration continues to strengthen internal control in the management of Central filing system, Electronic filing system and Corporate Communication systems. The corporate services projects completed during the year include:

1. Construction of a new Staff room at Level 2 to accommodate the Bank's trainings, staff function and meetings.
2. Refurbishment of the split air condition system at the Embassy of Japan's office, Level 5.
3. Promoting power saving campaign by introducing LED energy saving lights for Level 2 floor to further reduce the electricity consumption.
4. Upgrading of the Electronic Security System with a new Network Video Recorder System. The new system enabled the Bank to add Internet Protocol Cameras to the network.
5. Review of the Tenants' rental rate and Tenancy agreements.
6. Selling of the car park leasehold land to the Bank of the South Pacific.
7. Refurbishment and re-painting of the Vault and Destruction Room.



Staff enjoy outdoor activities



Construction of the new Staff Room



New Uniform for Reserve Bank staff



Opening of the new Staff Room