



PRESS RELEASE:

Equity Bank Achieves ISO Certification for Information Security Management and Service Management Systems

- *The receipt of the two certifications underscores Equity Bank's unwavering commitment to maintaining the highest standards of information security and service management.*
- *This accomplishment reinforces the Bank's leadership in the industry, highlighting its dedication to providing secure, reliable, and innovative financial services to its customers.*

Nairobi, Kenya | 27th January 2025: Equity Bank has received dual ISO certifications - ISO 27001:2023 for Information Security Management and ISO 20000-1:2018 for Service Management. These prestigious certifications demonstrate the Bank's ongoing commitment to maintaining the highest standards of information security and service excellence in its operations.

International Organization for Standardization (ISO) is a globally recognized, independent organization that sets and publishes international standards. ISO certification is a vital benchmark for any organization, validating adherence to best international practices across various fields, including quality management, information security, environmental sustainability, and more. The ISO 27001:2023 and ISO 20000-1:2018 certifications are particularly significant in ensuring that an organization meets the rigorous standards of security and service management.

The ISO 27001:2023 certification reinforces Equity Bank's comprehensive and systematic approach to managing and safeguarding sensitive information. With this certification, the Bank demonstrates its commitment to maintaining the confidentiality, integrity, and availability of customer data, ensuring it remains secure in an increasingly digital world.

The certification also highlights the Bank's commitment to continuously identifying and addressing potential security risks. Equity Bank's security management framework meets the highest international standards, providing customers with the assurance that their personal and financial information is always protected.

Equity Bank's ISO 20000-1:2018 certification reflects its dedication to delivering high-quality IT services that meet the evolving needs of its customers. This certification validates the Bank's robust service management framework, which ensures that IT services are delivered efficiently, effectively, and in alignment with customer expectations.

With this certification, the Bank affirms its focus on continual service improvement, which enhances customer satisfaction, operational efficiency, and overall service delivery. Equity Bank's commitment to service excellence ensures that it remains at the forefront of IT service management in the banking industry.

Equity Group Managing Director and CEO, Dr. James Mwangi, commented on the achievement, saying, "Achieving these dual ISO certifications is a significant milestone in our journey, but it is by no means the end. At Equity, we are committed to an ongoing process of improvement, ensuring that we continue to uphold the highest standards in both information security and service management. Our commitment to global best practices enables us to consistently deliver secure, efficient, and high-quality services to our customers."



He further emphasized, "We are conscious that continuous efforts are essential in maintaining these high standards, and we are determined to keep investing in the training and development of our staff to ensure that they are well-equipped to support our commitment to excellence in security and service delivery."

Equity Bank is committed to maintaining high standards by ensuring its staff are well-trained in compliance and best practices, encouraging active participation in system improvements, and fostering a culture of continuous enhancement. This approach strengthens the bank's ability to deliver top-tier service, maintain information security, and achieve operational excellence. With its dual ISO certifications, Equity Bank reinforces its position as a leader in the banking industry, demonstrating its dedication to global standards and providing secure, reliable, and innovative financial services to customers, while further solidifying its leadership role in the sector.

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