**December 2024**

Dear Client,

Deutsche Bank AG and its affiliates (“**Deutsche Bank Group**”) have Global Operational Resilience, Business Continuity Management and Crisis Management programmes in place to support the continuity of important business services and functions of Deutsche Bank Group in the event of crisis or operational disruptions. These programmes reflect the bank’s dedication to clients’ lasting success and financial security at home and abroad.

Operational Resilience

Operational Resilience (OpRes) refers to an organisation’s ability to identify, prevent, respond to, recover from, and learn from operational disruptions. It reflects a firm's capacity to adapt while maintaining agility in a dynamic operating environment, ensuring that essential services for clients are consistently delivered. Recognising that disruptions are inevitable, a risk-based and systematic approach to OpRes provides assurance that the business and infrastructure functions supporting Deutsche Bank Group's key services are well-equipped to face future challenges. The benefits of developing an OpRes Programme for the business include:

* Improved risk management decisions that closely align with business strategy.
* A suitable level of service availability to assist clients, safeguard markets, and uphold trust in Deutsche Bank Group.
* Increased agility and better controls for navigating more severe impact scenarios, enhancing our preparedness for future crises, and potentially decreasing the likelihood of such occurrences.
* Adherence to global regulatory requirements to meet evolving and increasingly stringent standards.

Crisis Management

To strengthen Deutsche Bank Group’s OpRes, the Crisis Management (CM) framework is structured to ensure preparedness for responding to crises caused by operational disruptions, thereby reducing the likelihood of inadequate or ineffective responses.

* Scenario – The CM framework can be applied to any incident resulting from operational disruptions that require cross-bank coordination, irrespective of the cause.
* Scale – This flexible framework can be tailored to meet the specific needs of a crisis or disruption and can be activated at both local and global levels, either partially or fully.
* Time – A timely response is crucial for ensuring an effective response to operational disruptions and facilitating recovery, enabling a rapid return to 'business as usual.' As such, CM team members are thoroughly aware of their responsibilities and appropriately trained.
* Collaboration – The model leverages expertise from various disciplines within Deutsche Bank Group to guarantee an effective response. It is designed to bring together all relevant stakeholders, fostering communication and collaboration while coordinating actions and decisions.

Business Continuity Management

Business Continuity Management (BCM) encompasses the set of activities that Deutsche Bank Group undertakes to prepare for and recover from operational disruptions, ensuring a suitable level of service availability. The primary aim of BCM activities is to mitigate the risk of insufficient recovery.

The BCM programme outlines clear roles and responsibilities that are documented in the Deutsche Bank Group’s corporate standards. Each region is staffed and managed by specialists who collaborate with BCM-trained personnel integrated into every business and infrastructure area. The Regional BCM teams offer expertise and support to all business functions within Deutsche Bank Group as they create, implement, test, and maintain effective BCM programmes and recovery processes.

Deutsche Bank Group's BCM programme plans for the impact of a wide variety of disruptions, including but not limited to:

* Loss of production facility – Deutsche Bank Group offices & home
* Disruptions related to pandemics or other public health issues
* Significant staff unavailability, including full staff unavailability
* Loss of business applications
* Loss of data
* Loss of third-party provider
* City-wide outage, e.g., for Delivery Hub
* Loss of technology infrastructure (where applicable)

In support of its BCM programme, Deutsche Bank Group maintains technical, including data availability recovery plans to protect and recover applications, information assets and technical infrastructure in the event of a facility failure or technology outage. Due to specific identified vulnerabilities, contingency measures are undertaken to mitigate against the risk of a city-wide outage.

**Audit**

Deutsche Bank Group’s OpRes, CM and BCM programmes are subject to both regular reviews by internal and external auditors, and regulatory authorities as required by financial industry regulations.

**Regulatory Obligations**

In the case of differences between the OpRes, CM and BCM policies and standards or the technical disaster recovery standards and local legal or regulatory obligations, the stricter obligation is adhered to.

Sincerely Yours,

Deutsche Bank AG

Non-Financial Risk Management Operational Resilience

*Please note that this information is subject to modification.*