



EBA Outsourcing Survey 2021

Key focus areas

Control and governance framework

Outsourcing lifecycle management

Third party risk management (TPRM)

Profile of Respondents

Split per country



70% of the survey respondents receive services from outside the EU/EEA

Split per type of bank



Split per function



Outsourcing objectives

“What are the main objectives within your company for outsourcing?”

Only 26% of respondents say they fully achieve these objectives





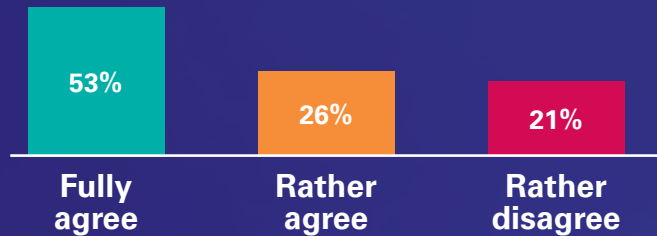
EBA Outsourcing Survey 2021

Intragroup outsourcing



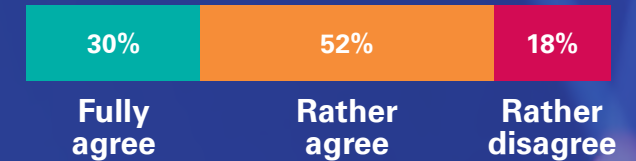
All the banks that are part of a group structure engage in intragroup outsourcing

"Similar rules and requirements are applied to **intragroup outsourcing** arrangements as to outsourcing arrangements with external service providers."



Control and governance framework

"You are able to properly monitor, document, report and decide on all key service providers."



Management body yearly review of critical/important arrangements



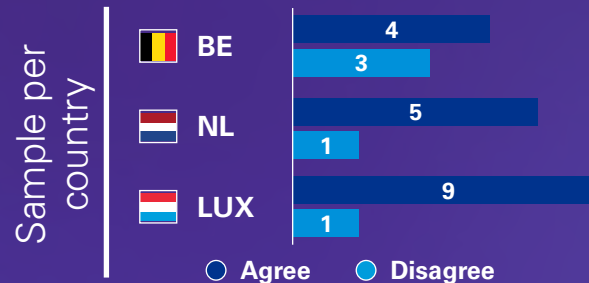
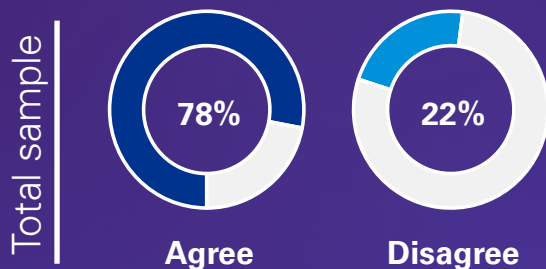
Up-to-date outsourcing register



Clear responsibilities on documentation and control of outsourcing arrangements

Outsourcing guidelines confidence

"I feel confident that my organization is compliant with the EBA outsourcing guidelines."





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Third Party Risk Management

“How would you describe the current risk coverage of your contractors/subcontractors?”

22%

All Contractors and Subcontractors are covered

35%

All Contractors are covered (not only critical ones)

30%

Only Critical Third parties are covered

13%

Only new service/ contracts are covered

“What level of data protection safeguards apply at your company?”

61%

Standard contractual clauses for service providers and subcontractors, PIA and internal policies

26%

Reviewed some contracts and apply PIA for new contracts

9%

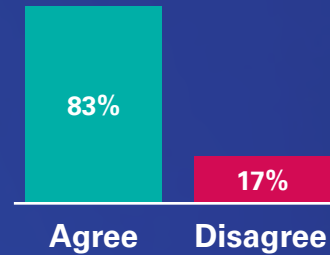
Review only new contracts, existing contracts will be reviewed later

4%

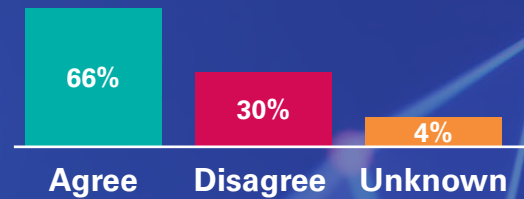
Only internal data policy, no review of contracts

Outsourcing Lifecycle Management

“Appropriate **business continuity plans** with regard to the outsourcing of critical or important functions are in place and maintained.”



“For the outsourced critical or important functions (covering business processes and/or IT systems) a **documented exit strategy** exists.”

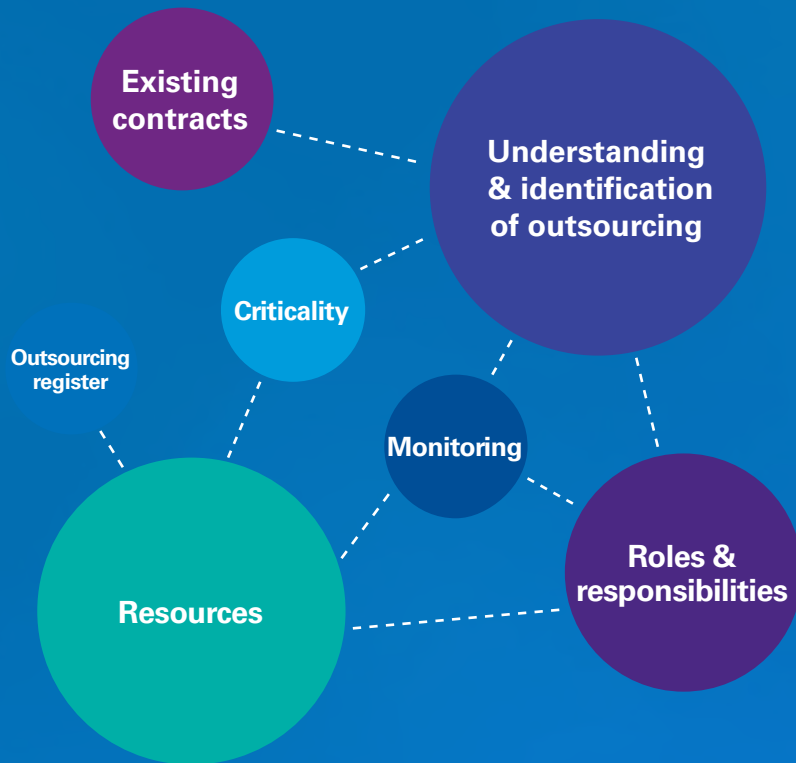




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Challenges with regard to the Guidelines

“Which are the biggest challenges/questions regarding outsourcing compliance you have?”



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