

# SHEILA LOMBOLE MACHAVA

## EDUCATION

### Henley Business School – South Africa

2018

Compliance Foundational Programme

### Instituto Superior de Tecnologias e Ciências - ISCTEM

2014 - 2015

MBA in Oil and Gas

### Universidade São Tomás de Moçambique - USTM

2008 – 2011

Honors Degree in Law - Major in Business Law

## WORK EXPERIENCE

### Vodacom Moçambique, SA.,

March 2023 till date

#### Executive Head of Department – Ethics, Compliance and Privacy

Advise the Board of Directors on how the activity of the company must comply with laws, regulations, and international best practices. Ensuring implementation of a robust compliance program that protects the interests of Shareholders, Regulators and Customers.

#### Responsibilities

- provide support on implementation of the ethics Program, that emphasizes on Individual Conduct, Company culture, stakeholders and Regulators perception while protecting customer's best interest.
- Provide support in ensuring compliance and alignment with in-country legislation, company policies and international best practice.
- Protect the license to operate and contribute to a development of a sustainable business.

### Ecobank Mozambique, SA.,

February 2022 – March 2023

#### Country Head of Compliance

Advise the Board of Directors on how the activity of the bank must comply with laws, regulations, and international best practices.

#### Responsibilities

- Provide advice on laws, regulations to the bank and ensure its compliance with the related requirements.
- Prevent unethical, illegal, or improper conduct in the Bank.
- Ensure that staff, management, and board of directors comply with the rules and regulations.
- Perform reviews planned by the CMP and perform planned reviews. Report findings to Management and Group Compliance.
- Liaise with Group Internal Audit, Internal Audit, and Internal Control and ensure that their recommendations are implemented.
- Ensure Compliance with Data Protection rules
- Act as the Money Laundering Reporting Officer (MLRO) for the bank. Responsible for all AML/CFT cases and ensure that they are properly handled.
- Organize in-house AML/CFT trainings to staff. Conducts staff training related to new hires, compliance, customer service, mainframe, and software computer programs.
- Ensure that KYC documents provided by clients are complete and regularly updated where required

## PROFILE

Highly organized and responsible individual, with extensive exposure in stakeholders' management and experience in leadership on regulatory risk, organizational culture management and operational risk management. An analytical, energetic, and detail-oriented individual with good communications skills with various types of audience. With notable contributions in\_

(i) implementing a Regulatory Universe, and its prioritization focusing in the improvement of robust Controls.

(ii) Improvement of Compliance and Ethics Culture, through partnerships with the business areas in their processes and Controls.

(iii) implementation of an effective monitoring plan of the in-country and the Group prudential reports;

(iv) Developed and established relationship with Key Stakeholders, such as regulators, Law authorities, Public institutions and Financial sector organizations;

(v) upliftment of the whistleblowing line and adherence to the Code of Conduct from all employees.

## PERSONAL INFORMATION:

Sheila Abelardo Lombole Machava  
Maputo - Moçambique.

## CONTACT:

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## EMAIL:

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- Participate actively in industry working groups and represent Ecobank view and interests.
- Guide the members of the compliance committee on how to avoid risks in future. e
- Advise the compliance officers of emerging compliance issues and consults and guides them in the establishment of controls to mitigate risks.

**FNB Mozambique, SA.,  
2016 - 2021**

**Ethics and Conduct Risk Manager**

Support the Compliance Function in the proper management of ethical and Conduct risks to enable the identification, mitigation, and its efficient management of risks, improving organizational Culture, efficiency and developing organizational identity.

**Responsibilities\_**

- Implement and monitor the Market Conduct and Business Programs of the Bank aligned with local, international, and good practices of the financial sector.
- Management and mitigation of reputational risk, through the implementation of robust controls.
- Risk assessment and mitigation of risks in all new products and financial services in the design and launch process.
- Preparation of reports for decision and escalation on the management of ethical materials and risk of conduct internally and for the Group, at the level of exco and board of directors.
- Development and dissemination of policies for Employees on organizational culture.
- Supervision of internal and regulatory complaints processes to ensure adherence of TCF's and mitigation of the Bank's reputational risk.
- Implement a robust Whistleblowing program to prevent and action on unethical behaviors, fraud, anti-corruption, and bribery, Promoting the use of the in-country "Whistleblowing line".
- Supervision and implementation of a Program of Declaration of Conflict of Interest of Employees (including Gifts, Sponsorship, Donations, and entertainment).

**Financial Crime Manager**

Support the Compliance Function in meeting all requirements to Prevent and manage financial crimes in general within the Financial Sector (money laundering and terrorist financing).

**Responsibilities\_**

- Implementation of a program to prevent and combat Money laundering and terrorist financing, With robust Controls in KYC and KYT.
- Implementation of a robust onboarding process for Clients, Employees and Suppliers, ensuring Proper Identification and Verification is conducted, identification/categorization and monitoring of the Risk profile, execution of Enhanced Due Diligence where applicable, efficient recording Keeping of these processes.
- Adoption of adequate tools and Systems for real-time Screening, identification and verification of politically exposed people, customer Risk Rating Onboarding and at transactional phase, identification of suspicious transactions and reportable thresholds, adverse checking.
- Supervision of the of suspicious transactions and thresholds reporting.
- Development and divulgation of internal policies and procedures for the Prevention and Combating of Money Laundering and terrorist Financing.
- Preparation of reports of the AML/CFT risk to EXCO and Board of Directors
- Implementation of a mandatory training program for new and existing Employees.

**Regulatory Risk Advisor**

Ensure legal advice, process evaluation, Policies and Compliance risk management activities. Ensure appropriate advice on new products and lines of business, as well as on the Bank's day-to-day operations.

**Responsibilities\_**

- engagement with the regulator in relation to new regulations, complex regulatory risks, clarifying and aligning regulatory requirements in the various business areas
- Creation and updating of a universe of laws applicable to the Bank
- Representation of the Bank in forums of engagement with external stakeholders of the financial sector such as AMB, GIFIM, The Public Attorneys.
- Implementation of effective strategy for communication of new regulations in the areas of business/Departments of the Bank and monitoring of its implementation.
- Advice and assistance to the various business units/Departments in relation to regulatory requirements and their adherence.
- Preparation of Compliance reports to EXCO and Board of Directors.
- Coordination and supervision of the mandatory training programs in the Bank its adherence.
- Coordination and monitoring of the Bank's Governance Framework, ensuring the preparation, review of policies and procedures for all business Units.
- Preparation and annual submission of the Bank's Compliance program aligns the current risk management guidelines (Credit Risk, Liquidity Risk, Interest Rate Risk, Exchange Rate Risk, Operational Risk, Strategic Risk, Reputation Risk, Compliance Risk, Information Technologies Risk).
- Strong collaboration in elaborating Business Continuity Plans for the main Risks of the Bank and that KRI's and PRCIA's are also adopted for Credit Risk, Liquidity Risk, Interest Rate Risk, Exchange Rate Risk, Operational Risk, Strategic Risk, Reputation Risk, Compliance Risk, Information Technologies Risk and Human Capital.
- Supervision and monitoring on the submission of prudential reports to the local regulator and the group, namely, Market Discipline Report, Stress Test, publication of financial statements, Credit, Financial and all business operations applicable.
- Collaboration with the monitoring and internal audit Teams for the assessment and remediation of identified or emerging risks.

#### **Nedbank, SA., (Banco Unico)**

**2015 – 2016**

##### **Legal Advisor and Lawyer**

Provide legal advice on all issues affecting the Bank's operations, ensuring adherence to the legislation applicable to the business, as well as the representation of the Bank's interests in forums of justice.

##### **Responsibilities\_**

- Provide Advice to the various Business Units on the daily operations.
- Support the Compliance Function in the interpretation of regulatory Requirements.
- Preparation and review of Contracts with Suppliers, Business Partners, MOU, Contracts and/or Terms and Conditions of products and services of the Bank included but not limited to account opening forms, TC's Templates, lists on requirements of identification and verification of customers, Financing Contracts (Loans), Bank Guarantees.
- Support the Function of Human Resources in the disciplinary procedures established, as well as in the termination of work Contracts with employees that were involved in fraud events.
- Support in the process and follow-up of criminal proceedings initiated by the Bank with the law authorities.

#### **Chiziane, Jeque e Advogados Associados, Lda.**

**2014 - 2015**

##### **Lawyer**

Ensure legal advice and representation of clients integrated in my portfolio (Commercial banks, NGO's, Business), support the office with preparation of documents/processes for the various procedural stages.

##### **Responsibilities\_**

- Preparation of advice for customers in the various areas/fields of law.
- Constitution and registration of Mortgages for clients (financial institutions);
- Preparation of initial petitions, precautionary arrangements and accompaniment in subsequent procedural phases in all areas of law;
- Establishment of commercial companies and their operationalization.
- Preparation and monitoring of out-of-court proceedings for the

payment of debts, indemnifications, related to Family Law

**Universidade São Tomas de Moçambique.**

February 2013 - 2017

**Teacher**

Professor of the Disciplines of Introduction to the Study of Law, Economic Law and Human Rights.

**PROFESSIONAL CERTIFICATIONS**

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1. Compliance certification by ICA.
2. AML/CFT Certification by ACCPA.
3. Ethics Certification by the ethics Institute C.P. no. 1598.
4. Lawyer registered in the Mozambique Bar of Association, C.P. no. 1385
5. Official Agent of the Industrial Property Institute, C.P. no. 182

**KEY SKILLS**

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1. Organizational Culture and Reputational Risk Management.
2. Stakeholder Management and Leadership
3. Regulatory, Financial Crimes, Privacy Risk Management.
4. Great communication Skills

**REFERENCES**

Available on request.