

OUR PEOPLE

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Throughout the pandemic, Bank Albilad's priority has been to deliver effective crisis response – with an emphasis on health, safety and business continuity. The HR Division has played a central role; swiftly reshaping its business plan and keeping the workforce informed, productive and resilient. Following the initial response phase, we pivoted towards supporting recovery, ensuring the Bank continued to thrive.

The Division's initial activities involved developing, communicating and implementing precautionary measures to restrict the spread of the virus, both in our headquarters and branches. These included sharing a doctor's advice on essential precautions via the Albilad Academy website and mobile app.

Our established infrastructure enabled us to transfer most of our learning initiatives into online and virtual training sessions – also through the Albilad Academy website and app. In all, we provided 3,036 training opportunities in 2020 – with 3,401 employees completing the mandatory training requested by the Saudi Central Bank.

We implemented a comprehensive solution for i-recruitment, conducting interviews via video conference. Many of the Bank's operations can be performed efficiently from home, including call center roles and IT development.

A comprehensive onboarding program for our new Saudi graduates was introduced during the year. This involves a 15-month long rotation across different departments to determine best fit for the new recruits.

Another recruitment initiative was the development of a CV bank for management positions. We are also holding mass recruitment campaigns at branches on a quarterly

basis to strengthen our database of potential candidates. In conjunction with one of the well-known providers, our HR assessment center conducts tailored evaluations of fresh graduates or promotion candidates, facilitating the selection process through the application of a scientific methodology.

During the year, 20 Saudi employees passed a 15 month planned and mentored IT rotation under the auspices of our ongoing Albilad Future IT program. We also designed an 'Albilad Tech Ambassadors' program, which enables our Saudi IT professionals to obtain internationally accredited certificates.

In 2020 we launched a career development plan project for all branch staff. With training packages designed for every level, the plan will enable our retail staff to improve their performance and fulfil their potential. Our retail staff also were the focus of a training initiative on customer etiquette, aimed at ensuring the highest levels of customer service.

Looking forward, our focus is on re-engaging and empowering our workforce; maximizing their contribution and potential – and equipping them with the skills and capabilities they need to excel. We recently created an employee engagement project to fostering teamwork among staff and cross functional collaboration between divisions. Launching in 2021, the project will boost employee cooperation, with the aim of increasing both individual and group productivity in pursuit of our strategic objectives and targets.