

## Learning and Development Policy

The Bank believes that continuous learning and development of its employees translates to continuously improving products and services for its customers. With this in mind, the Bank provides the below listed training and development programs.

- *New Employees Orientation (NEO)* - Learning starts the moment an employee is welcomed into the company. This orientation not only provides briefing on the company's vision, mission, values and culture, but also a primer on the Bank's products and services. This program aides new hires to move on to transition with ease and established knowledge about their new institution.
- *Staff Professional Enhancement and Educational Development (SPEED) program* - The Bank recognizes the potential of its homegrown employees to become future leaders and drivers of change and innovation. Qualifying rank and file employees undergo the SPEED program to prepare them for supervisory posts. For six months, the participants of the program are exposed to all of the Bank's operations and a more detailed and in-depth understanding of all its products. Leadership, communication and management skills are also developed through a series of learning courses and on-the-job immersion.
- *Compliance Training (i.e. AMLA)* - In order to ensure that all of the Bank's daily operations are in accordance to BSP's regulations, all branch personnel took the Anti-Money Laundering/Terrorism Financing Compliance Awareness Testing System (ACATS) last April 2014 to gauge their knowledge of the regulations. To reinforce this, the Bank rolled out the AMLA Compliance Training from May to June of 2014 to all branch personnel. On top of this, regular cascade through email and InfoChannel were done to make information accessible to everyone.
- *Systems Training* - As an extension to NEO, all new employees, especially branch personnel, are familiarized with the bank systems that they will be utilizing in their respective areas.
- *Functional/Technical Training* - Signature Verification and Counterfeit Detection trainings are the staples when it comes to functional and technical preparedness of employees. Here, everyone is oriented of the risks that may arise in everyday operations and how to mitigate these risks through proper skills and knowledge. This also forms part of new employees' educational requirements before they are deployed to their respective assignments.
- *Product Knowledge Orientation* - Aside from the initial orientation prior to onboarding, all employees are provided with updates on new products and services. One example is our Trust Division's continuing effort to cascade the [Unit Investment Trust Fund](#) update followed by certification examinations. Product FAQs for newly launched products are made available via the InfoChannel.
- *Behavioral Training* - At the first quarter of 2014, the Customer Engagement training was cascaded to Visayas and Mindanao branch personnel to continue the previous

year's efforts to instill excellent customer-centric mindset to all frontliners and standardize practices.

- Branch Operations Training for (Customer Service Associates; Branch Service and Control Officers and Branch Heads) - By 2<sup>nd</sup> Quarter of 2014, the Loans Processing and After Sales Servicing (LPASS) training was rolled out. This helped the branch personnel to be more vigilant in checking loan documents, check for potential risks, and provide efficient service to their loan clients.
- External Trainings. The Bank provides opportunities for its employees to widen their experiences and perspectives by sending them to training programs and seminars outside the company, sometimes even out of the country.

Training Data:

Internal Trainings

Training	Total No. of Attendees	
	2014	2015 (as of June)
NEO	388	220
SPEED	33	20
Systems Training	1149	472
Products	1235	222
Functional Program	813	228

External Trainings

	2014	2015 (as of June)
Total No. of Trainings	63	32
Total No. of Employees	121	162
Employees with Multiple Trainings	4	4