

Staff Recruitment

In 2019, the staff recruitment division of the Bank launched several projects to attract personnel, form the database of potential candidates, and develop the HR brand of MKB. The referral program «Colleagues May Be Chosen» is aimed at filling in vacancies with the candidates recommended by the Bank's employees. This program has a favorable impact on the involvement of employees in the team-building process.

In 2019, the Bank hired

19

students of higher educational institutions.

In 2019, more divisions of the Bank took part in the young specialists attraction program «MKB Universe» than in 2018, and in 2020 the number of divisions participating in the program is also planned to grow. The practical training under MKB Universe allows the students to spend the years of their studies with the maximum benefit and to acquire that very precious work experience. This program is the strategy for entering adult life. Trainees take a shot at banking and acquire practical knowledge for the successful start of their career. MKB Universe engaged Moscow's largest higher educational institutions: **Moscow State Institute of International Relations (MGIMO), Moscow State University, Bauman Moscow State Technical University (MGTU), Moscow Institute of Physics and Technology, and others.** There were lectures and masterclasses organized for the graduate students of the above higher educational institutions by MKB top managers and experts. As a result of selection, in 2019, only 14 finalists out of more than 300 students and graduates became interns in different divisions of MKB.

Development and Training of Employees

A significant role in the system of human resource development of the Bank is assigned to the continuous development and improvement of knowledge and skills of its employees, which is based on strategic goals and business tasks of divisions.

In 2019, the Bank's employees completed training in the following areas:

- Professional training aimed at studying products, services, internal processes, work methods, and technologies
- Professional training governed by the Russian laws
- Training in communication, management competence, and business skills

Increasing the level of employee knowledge and skills development was organized by the external and internal resources.

The Bank has implemented and runs on a permanent basis a basic training for new employees of the business lines that will further start working with bank customers. This training is based on the career models and includes the key aspects of work of the employees in the relevant positions. Training is held personally or remotely (distance courses, webinars). Basic training in 2019 was held for the employees of Retail business, Underwriting Department, Collections Department. In 2019, about 2,300 participants completed different basic training programs.