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## **Training Policy**

### **Contents**

<b>CHAPTER I - OBJECT</b> .....	2
<b>CHAPTER II – TRAINING POLICY PRINCIPLES</b> .....	2
<b>CHAPTER III – TYPES OF TRAINING</b> .....	3
<b>CHAPTER IV - PART TAKERS</b> .....	5
<b>CHAPTER V – STAGES OF THE TRAINING MANAGEMENT PROCESS</b> .....	5
<b>ENTRY INTO FORCE</b> .....	9

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**CHAPTER I - PURPOSE**

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Banco Millennium Atlântico (hereinafter "ATLANTICO" or "Bank") believes that training plays a critical and inevitable role in the development of employees and teams, contributing to the achievement of the corporate strategy. Through training, knowledge is promoted, skills are developed and the will to aim higher goals is stimulated, thus impacting the career of employees.

Training gives life to a culture of knowledge, which is an integral part of the ATLANTICO DNA, source of all actions and development, thus making the institution more robust, solid and sustainable.

ATLANTICO's Training Policy establishes the guiding principles for the efficient management of all operations that ensures the execution and monitoring of training actions and in accordance with the applicable laws.

This Policy applies to all those involved in the training process.

**CHAPTER II – TRAINING POLICY PRINCIPLES**

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For ATLANTICO, training is an important instrument for the development of technical and Soft skills, as well as a way of promoting personal and social development of employees, enhancing their professional satisfaction and fulfilment.

ATLANTICO assumes its responsibility in a shared manner with all employees by creating a knowledge culture that produces added value both internally and for the society as a whole.

## CHAPTER III – TYPES OF TRAINING

Training at ATLANTICO, monitors the entire career path of the employee, and is tailored to each stage of their professional development. At ATLANTICO, there are 4 (four) major types of training:

### 1. Onboarding/Reception:

It is the starting point for all employees that are admitted into ATLANTICO or occupy new positions, so all newly recruited and newly integrated employees are involved.

Onboarding/reception training is composed of by two specific blocks:

	Onboarding into ATLANTICO	Onboarding into a Position
<b>Target Group</b>	New recruits	Employees that are recently recruited into a new position (through admission, transfer, promotion)
<b>Topics</b>	Cross-cutting topics considered Important to the well-functioning of the Bank and reinforcement of its' corporate identity.	Soft skills and technical topics that are critical to the proper performance of a determined position
<b>Goals</b>	Alignment of ATLANTICO's values and strategy with the all employees	Understading of the basic knowhow for the functioning of a certain role

### 2. Consolidation:

As Employees perform their duties and take on more responsibilities in ATLANTICO, it is important to keep providing sustainable knowledge for their best performance, through the development of Soft skills, technical and strategic skills that enable the employee to enhance the quality and accuracy of a given job, update and expand their knowledge, and achieve more autonomy.

Consolidation training courses focuses on specific topics that are fundamental to the job performance, which enables employees to expand their knowledge, update and improve techniques, as well as broaden their skills, and are conducted in accordance with the Annual Training Plan.

### **3. Specialization:**

Specialization training courses are associated with a phase of professional maturity and are mainly Focused on strengthening and expanding the employees' knowledge in different areas, particularly management and leadership.

At this level, the training programs are highly specific, making resources of partnerships with leading national and international academic institutions, aimed at developing management and leadership skills, in line with the Bank's strategy and in accordance with the Annual Training Plan, thus impacting on the sustainability of the institution.

### **4. Mandatory: 4.1.**

#### **General**

These are targeted at all the employees employees and are aimed at ensuring that the entire Bank acts consistently and strictly in line with the best supervisory and control practices governing the global financial industry in detecting and combating money laundering and financing of terrorism and the proliferation of weapons of mass destruction and internal control, in accordance with art. Nr. 42 of the General Labor Law, Nr. 1 of Article 23 of Act 05/20, of January 27, Law Anti-money Laundering Counter Terrorism Financing and Financing of Proliferation of Weapons of Mass Destruction and sub-paragraph 3 of paragraph e) of Nr. 05 of Article 12 of Notice 10/2021 of the National Bank of Angola, on the Code of Corporate Governance of Financial Institutions.

#### 4.1. Risk Takers and supervisory role

Annually and whenever applicable, specific training sessions are conducted for employees of risk-taking and control areas, in accordance with legally established standards.

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#### CHAPTER IV - PART TAKERS

Given the scope and impact of the ATLANTICO Training Policy, all agents that ensure the operationalization of the training plan are considered Part Takers, namely the Talent Management Department, training providers, trainers, trainees and the Organization Units.

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#### CHAPTER V – STAGES OF THE TRAINING PROCESS MANAGEMENT

In order to ensure the implementation of the training sessions, throughout the year, a series of stages were put in place, which are monitored by the Talent Management Department, as the unit in charge or facilitator of the process.

The steps identified below are described in more details under The training management process.

STAGE	RESPONSIBLE
1. Training Needs Assessment	ATLANTICO Leaders   Talent Management Department
2. Annual Training Plan Preparation.	Talent Management Department
3. Identification of suitable training solutions (internal and/or external)	Talent Management Department
4. Implementation of Annual Training Plan.	Talent Management Department
5. Training Session Assessment.	Trainees
6. Training Impact Assessment.	ATLANTICO Leaders  Trainees   Talent Management Department
7. Training Plan implementation monitoring	Talent Management Department

## **1. Training Needs Assessment**

For the training to have the desired impact, It's necessary to clearly and systematically identify the real training needs. The needs identified must contribute to continuous improvement and the achievement of Employee's goals, always aligned with the Bank's strategy, goals and challenges of each Organational Unit.

The training needs assessment is conducted at the end of each year, based on meetings held with the leaders of each Organization Unit.

The training needs assessment takes into consideration different factors, namely:

- Behavioral and technical skills that need Reinforcing;
- Knowhow update;
- Need for functional flexibility enhancement.

## **2. Annual Training Plan Preparation**

Following the training needs assessment, the Talent Management Department prepares the Annual Training Plan, which is approved internally.

The Annual Training Plan Has a flexible base, that can be reinforced with identified needs Which are confirmed from time to time thoughtout the year..

These needs may replace or complement those previously included in the Annual Training Plan. They are duly justified and may be brought about by internal changes (functions/processes), legislation update and other external requirements, technological innovations, new projects and challenges.

### **3. Identification of suitable training solutions (internal and/or external)**

The Training Management Department shall identify suitable internal or external training solutions that better meet the needs contained in the Annual Training Plan.

#### **a) Internal Training**

ATLANTICO has invested heavily in the development and certification of internal training skills (through pedagogical training of trainers), and currently has a team of trainers, which continue to be trained. Knowledge sharing (theory and practical) is valued and encouraged by ATLANTICO, which has a positive impact at various other levels, including the development of a healthy working environment, based on sharing and cross-functional synergies.

In order to guarantee the excellence of the service provided, the improvement of the training process and the skills of the internal trainers, their performance is assessed by all trainees at the end of each training session.

#### **b) External Training**

ATLANTICO is always seeking out the best solution for its training needs. To this end, it has established sustainable and reliable partnerships with reputable training institutions in the market.

The long duration of the partnership and the work relationship with these institutions enables us to deepen mutual knowledge, align and increasingly improve the training contents, with a positive impact on the service quality and enhancement of the skills of ATLANTICO's professionals.

### **4. Annual Training Plan Implementation**

Timely preparation of the course and management of all logistics is a critical factor for the success of the course; and as such, time, organization and communication are key aspects.

The management of the logistics of any ATLANTICO training course includes:

- Timely registration for the course (national: 15 (fifteen) days| international: 30 (thirty) days);
- Validation of training content;
- Management of all the administrative aspects of the course (documentation, preparation of the training venues, equipment, course logistics, etc.);
- Travel and stay management (travel, accommodation, transportation, legal permits, etc.);
- Internal record of all information regarding the course in question and trainee participation, for purposes of history, decision making and consultation/extraction of information and reports.

The Talent Management Department is responsible for training logistics management, together with other internal or external teams, to ensure proper operationalization.

In addition to the logistics management component, the Talent Management Department follows up on each training action, in order to support, monitor the quality and participation and satisfaction levels, as well as identify and act on potential critical situations.

### **5. Training Sessions Assessment**

Training assessment is an indispensable element to assess the quality of the training provided. It is a step that, through a questionnaire to Assess the trainee's satisfaction, covers various aspects of training, including the role of the trainer, interest of training content, support from the Talent Management Department, among others.

After the evaluation, it is up to the Talent Management Department to analyze the results, assess the degree of satisfaction with the training provided and identify points for improvement, which are important elements to support decision making.



## **6. Training Session Impact Assessment**

Mainly aimed at ascertaining the impact of a given training action, ATLANTICO organizes specific moments to analyze changes in Trainees behavior, in the cognitive, behavioral and technical aspects, based on monitoring and management indicators in accordance with the The specific Department and the Bank's Goals.

This assessment is conducted during and after the training course, with the predefined learning objectives as the guiding matrix.

Training impact assessment is adapted to each type of training and may take the form of tests, questionnaires or behavioral observation.

## **7. Training Plan Implementation Monitoring**

In order to ensure the implementation of the Training Plan and the annual budget for this purpose, the Talent Management Department is responsible for managing and giving feedback on the training conducted, budget used and the respective balance to each Department throughout the year.

In situations where the budget used is higher than the training sessions that are yet to be conducted, the Talent Management Department and other Departments involved ~~explore shall explore the possibility of passing on the outstanding~~ training sessions to the Annual Training Plan for the subsequent year.

## **ENTRY INTO FORCE**

This Policy becomes effective on the date of its publication and shall be communicated to all employees, who shall ensure full understanding of the rules.

## **Banco Millennium Atlântico**

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9