UOB Corporate Day 2019:
Future Proofing our People and Organisation

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Group Human Resources

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Our People Support the Digital and Agile Environment in UOB

1
New Skills

2
New Ways of Working

3
New Environment

Our Skills Profile is Evolving to Meet Future Needs

Source: LinkedIn Insights

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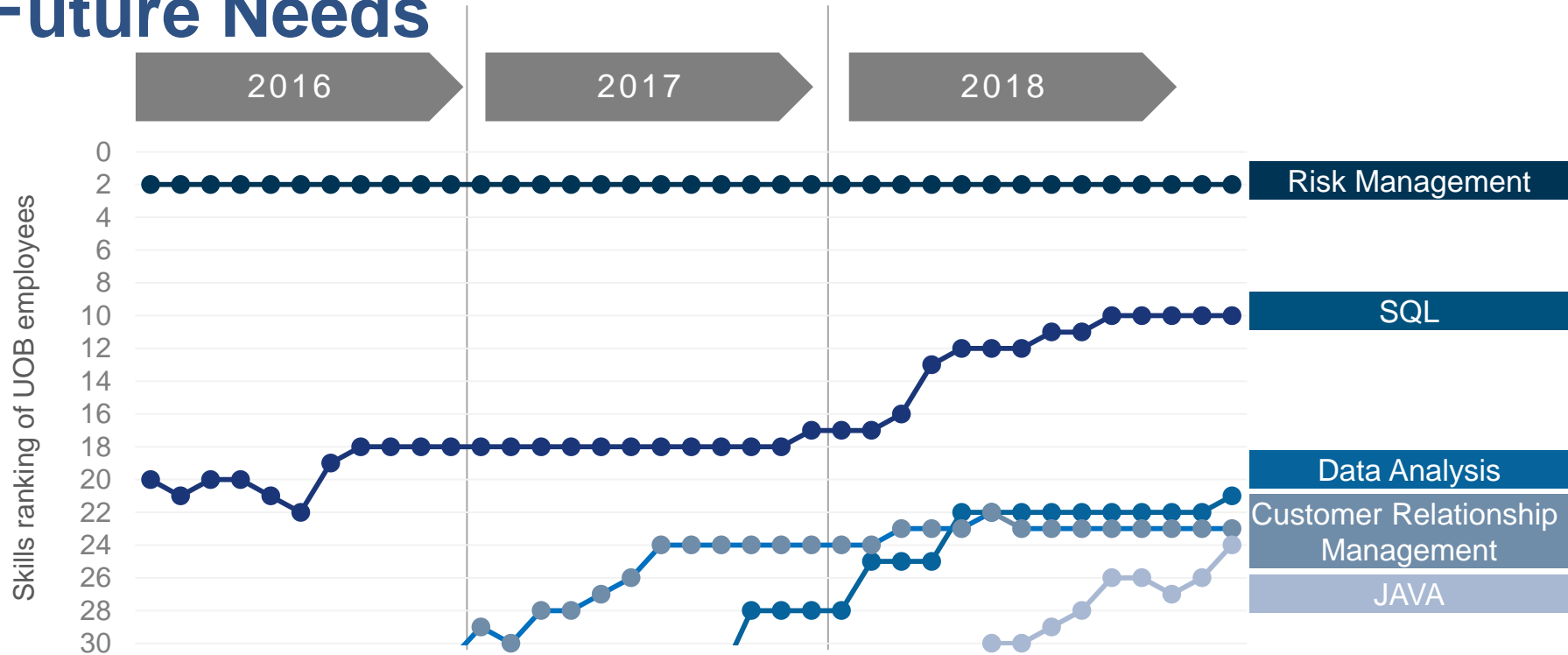
Increasing Our Digital and Technology Capabilities

UOB

Our Data Management workforce grew 6x bigger over the past 3 years

Our Digital team grew 12x bigger between 2016 and 2018

Our Cybersecurity workforce increased by 14% between 2016 and 2018

New Approach to Attract Required Talent

UOB

SOURCE

ASSESS

ENGAGE

Global Sourcing Platform

AI-based CV screening and matching

Psychometric assessments

HACKER TRAIL

e-recruitment

Recruited over **17 nationalities**

Improved job and culture fit

Achieved turnaround time to **<30 days**
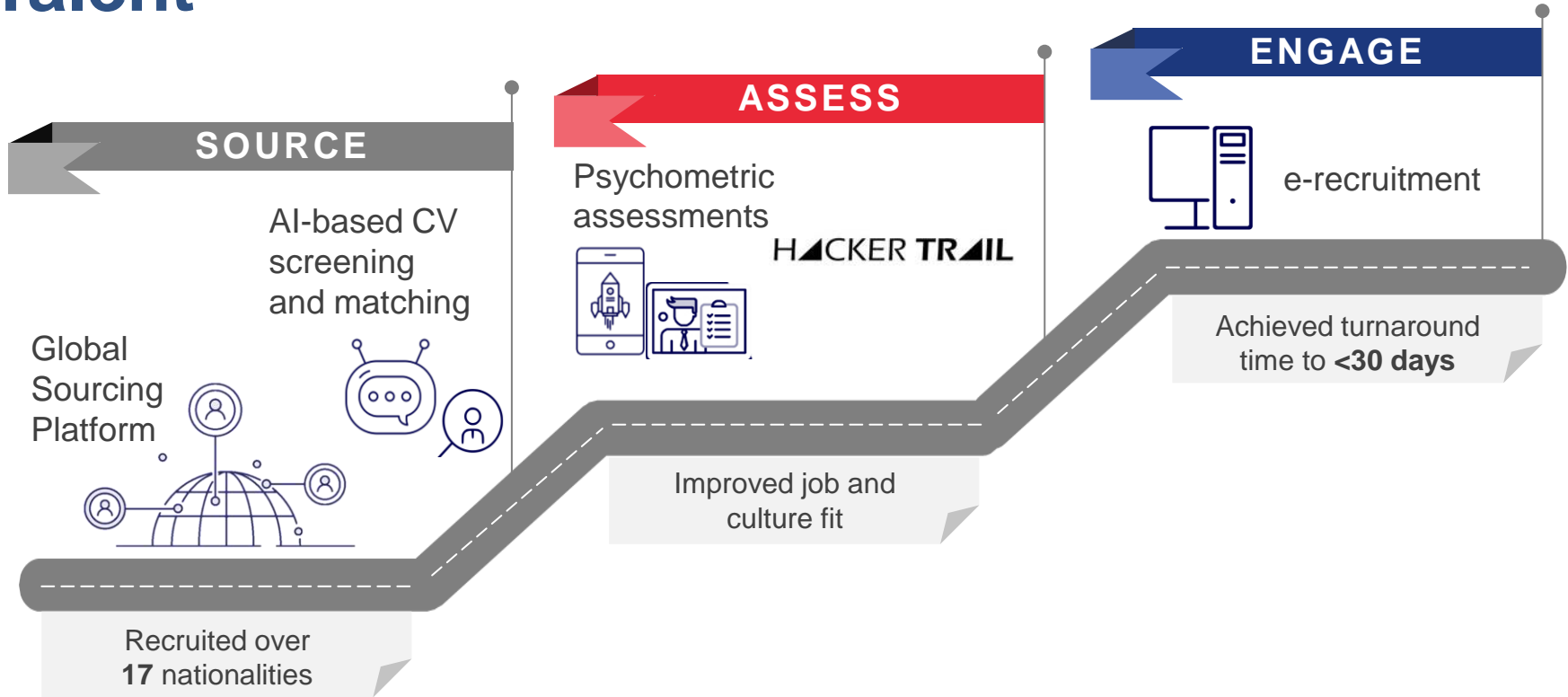
Blending Traditional Banking Skills with Digital Skills for TMRW

Traditional Banking Skills

- Banking business skills
- Process management
- Banking product
- Compliance and risk Management

Digital Skills

- Data science
- Agile development and thinking
- Design thinking and UX/UI[1]
- Digital product development
- Behavioural science

1. User experience/user interface

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Reskilling 900 Branch Employees for Tomorrow

UOB deepens the digital skills of branch employees through Professional Conversion Programme (PCP)

- Developed together with IBF[1], MAS[2] and Workforce Singapore
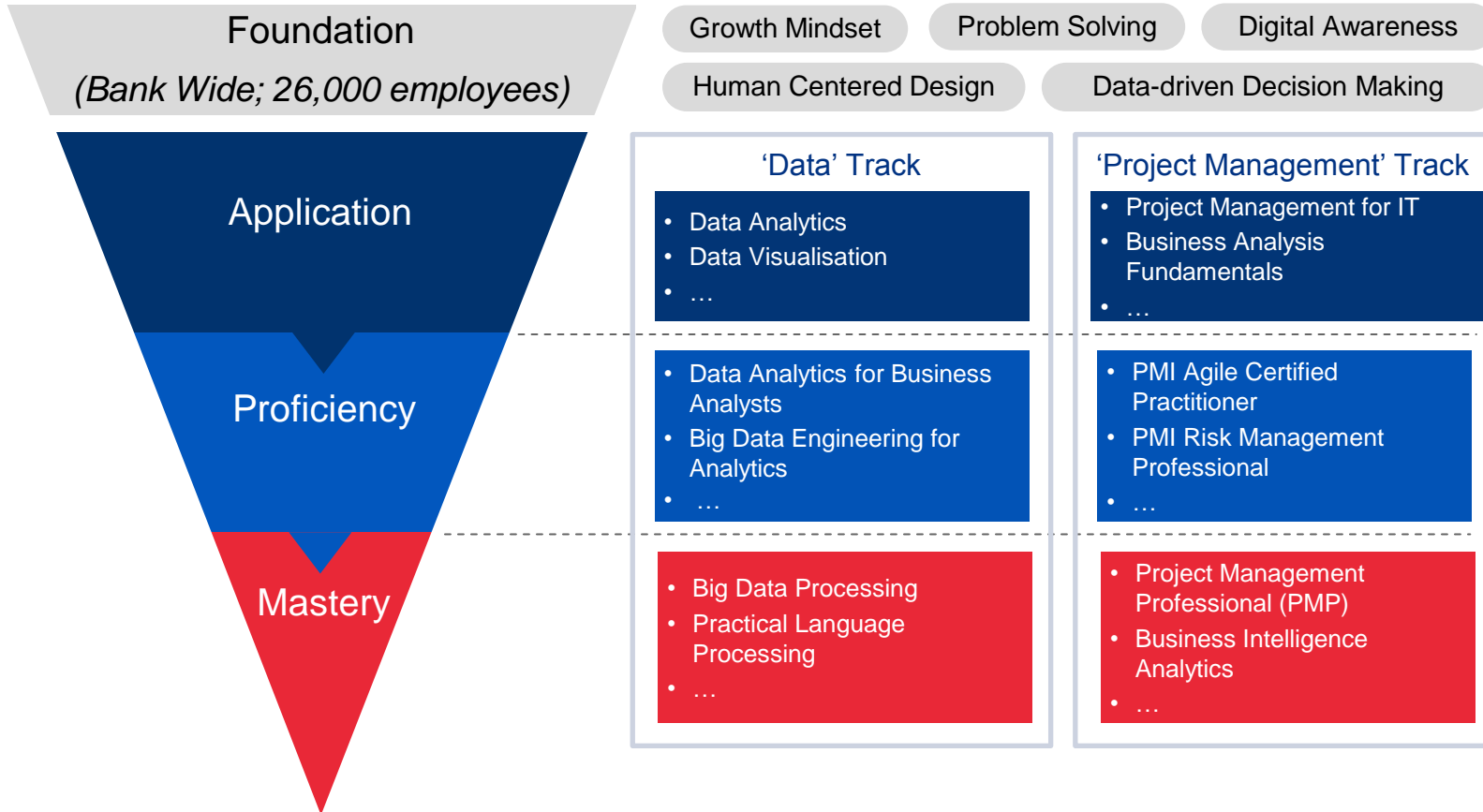
- Launched on November 2017

- Topics covered: customer journey design, artificial intelligence and channel management

440 employees have completed the PCP as of end-2018

Ministers Indranee Rajah and Josephine Teo at the launch of our PCP for our employees in Channels

1. Institute of Banking and Finance Singapore   2. Monetary Authority of Singapore

Invest in Reskilling across the Group

III UOB

| Foundation *(Bank Wide; 26,000 employees)* | Growth Mindset · Problem Solving · Digital Awareness · Human Centered Design · Data-driven Decision Making |

		'Data' Track	'Project Management' Track
Application		• Data Analytics • Data Visualisation • …	• Project Management for IT • Business Analysis Fundamentals • …
Proficiency		• Data Analytics for Business Analysts • Big Data Engineering for Analytics • …	• PMI Agile Certified Practitioner • PMI Risk Management Professional • …
Mastery		• Big Data Processing • Practical Language Processing • …	• Project Management Professional (PMP) • Business Intelligence Analytics • …

Adopting Agile@UOB across Key Business Segments

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CO-LOCATION

Dedicated agile-floors to allow multi-functional teams to work on the solution design and implementation of different projects (e.g. digital bank, sector solutions)
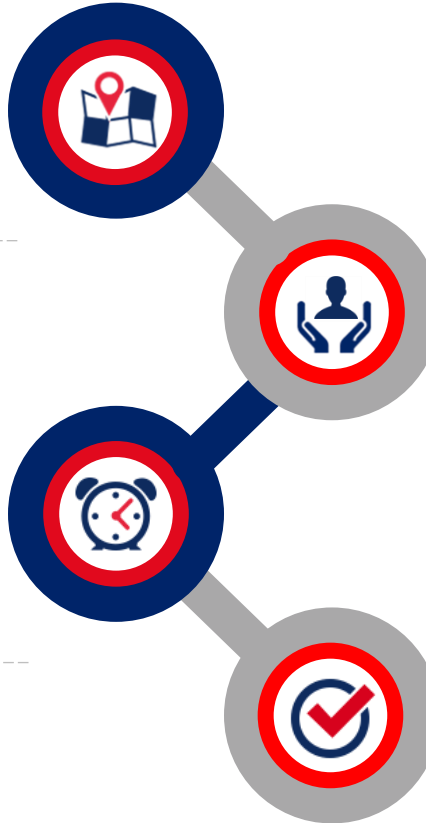
DEDICATED TIME

Each agile team is split into:
- Core team comprises business/tech-owners, solution specialists and agile coaches who are full time on the projects
- Multi-functional teams are committed part time, devoting 30-50% of their time depending on their roles and criticality

END-TO-END OWNERSHIP

These multi-functional teams share the same targets and are committed to the project end to end (from design to implementation)

EMPOWERMENT

With full autonomy, the agile teams represent their respective departments and are empowered to make decisions within the team

Investing in Better Workspaces for Employees

1 — INDIVIDUAL SPACES

Touch-Down area   *Focus room*

2 — SHARED SPACES

Huddle room for scrum and discussion

3 — COMMUNAL SPACES

Collaboration area for informal conversations

By end of 2019, over **1,500** new workspaces will be created across the UOB offices

Thank You