TRAINING WORK PLAN 2024

ACLEDA Bank Plc. and ACLEDA INSTITUTE OF BUSINESS

I- Yearly Training (By Trainer)

No.	Resource Division	Activities	Target Participants	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	# of Course
		**Skill Development Training organized by AIB**														
		EVP & Group Chief Operations Officer														
1	MKD	Refresher Course	Financial Service Relations Manager " A " Branch Operations Manager " A " Branch Credit Manager " A " Financial Service Relations Manager " A "	Jan wk3 ■						Jul wk4 ■						4
		MKD is responsible for conducting the topic "Selling Skill (One staff One Sale)"															
2	OPD	Refresher Course	Branch Operations Manager "A", Corporate Relations Manager "A"	Jan wk3 ■						Jul wk4 ■						2
		OPD is responsible for conducting the topic "Operation service at counter, Local & Oversea transfer, Clearing Check, ATM, Tax selling, MCMM, Vault, Bank note, Cash Transport, Control quality service"															
3	PDD	Refresher Course (Join with OPD) Refresher Course (Join with MKD) Refresher Course (Join with CRD)	Branch Operations Manager "A", Corporate Relations Manager "A" Financial Service Relations Manager " A " Branch Credit Manager " A " Assistant Branch Credit Manager " A "	Schedule depends on relevant Division/Department (at least once per year)												-
		PDD is responsible for conducting the topic "Digital Banking"															
4	FSD	Refresher Course (Join with MKD) Refresher Course (Join with OPD) Refresher Course (Join with CRD) Refresher Course (Join with ADD)	Financial Service Relations Manager " A " Branch Operations Manager "A", Corporate Relations Manager "A" Branch Credit Manager " A " Branch Administration Manager " A "	Schedule depends on relevant Division/Department (at least once per year)												-
5	TFD	Refresher Course	Corporate Relations Manager " A " Operation Officer	Jan wk1 ▮						Jul wk1 ▮						3
		Refresher Course (Join with CRD)	Branch Credit Manager " A " Trade Finance Officer	Schedule depends on CRD (at least once per year)												
		On-site-Training / On-job-Training	Branch Credit Manager " A " Financial Service Relations Manager " A " Trade Finance Officer Operation Officer	Open (Branches Selection)												
		TFD is responsible for conducting the topic "Actual Practice (Booking in T24, fill in Application form, processing document to customer)"															

No.	Resource Division	Activities	Target Participants	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	# of Course
EVP & Group Chief Treasury Officer															
EVP & Group Chief Treasury Officer																
1	TDC	Refresher Course	FX Service Support Officer " Branch A, B & OPD, FSD, TFD "											■		1
		TDC is responsible for conducting the topic "FOREX Service Management of ACLEDA Bank Plc."														
2	FRD	Refresher Course (Join with TDC)	FX Service Support Officer " Branch A, B & OPD, FSD, TFD "	Schedule depends on TDC													-
3	TRD	Refresher Course (Join with OPD)	Branch Operations Manager "A", Corporate Relations Manager "A"	Schedule depends on OPD													-
EVP & Group Chief Administrative Officer																
1	HRD	Refresher Course	VP & Branch Manager " B "					■								4
			VP & Branch Manager " C "					■								
		Morality & HR Management	Management at HQ			■						■				
		HRD is responsible for conducting the topic "Leading Change for digital Bank"														
2	ADD	Refresher Course	Branch Administration Manager " A "		■						■					2
		ADD is responsible for conducting the topic "Administration Tasks to make sure administration group have enough capacity for work efficiency"														
EVP & Group Chief Legal Officer and Corporate Secretary																
1	LGD	Refresher Course (Join with ADD)	Branch Administration Manager " A "	Schedule depends on ADD (at least once per year)													-
2	LMD	Refresher Course (Join with CRD, ADD & MKD)	Branch Manager (B) & (C)	Schedule depend on request from CRD, ADD & MKD (at least once per year)													-
			Branch Credit Manager " A " and Assistant Branch Credit Manager " A "													
			Financial Service Relations Manager " A "													
EVP & Group Chief Information Officer																
1	ISD	Refresher Course (Join with all Divisions, Departments)	Branch Manager " B "	Schedule depends on all refresher courses of Division/Department (at least once per year)													-
			Branch Manager " C "													
			Manager / Corperate Relations Manager " A "													
			Manager of Branch " B "													
			IT all Branches and AIB													
2	SID	Refresher Course	IT all Branches and AIB							■					■	2
		SID is responsible for conducting the topic "Resolve issue and Maintenance PC, ATM, CRM, VTM, TDM, CBD and POS machine"														
EVP & Group Chief Risk Officer																
1	CRD	Refresher Course	Branch Credit Manager " A "			■							■			5
			Assistant Branch Credit Manager " A "						■							
			Loan Recovery Officer		■							■				
		CRD is responsible for conducting the topic "Improving Loan Quantity & Quality"														

I- (continued)

No.	Resource Division	Activities	Target Participants	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	# of Course
2	CCD	Refresher Course	Credit Analysis Officer			■							■			4
			Credit Control Officer				■							■		
		CCD is responsible for conducting the topic "Credit Risk Analysis and Standardized Credit Risk Assessment"														

Compliance Division

No.	Resource Division	Activities	Target Participants	Schedule	# of Course
1	COD	Refresher Course (Join with MKD)	Financial Service Relations Manager " A "	Schedule depends on relevant Division/Department	-
		Refresher Course (Join with OPD)	Branch Operations Manager "A", Corporate Relations Manager "A"		
		Refresher Course (Join with CRD)	Branch Credit Manager " A "		
		Refresher Course (Join with HRD)	Branch Manager (B) & (C)		
		Refresher Course (Join with ADD)	Branch Administration Manager " A "		

ACLEDA INSTITUTE OF BUSINESS

No.	Resource Division	Activities	Target Participants	Schedule	# of Course
1	AIB	Refresher Course (Join with MKD)	Financial Service Relations Manager " A "	Schedule depends on relevant Division/Department (at least once per year) on topic Soft skill "Leading Change for Digital Bank"	-
		Refresher Course (Join with CRD)	Branch Credit Manager " A "		
		Refresher Course (Join with OPD)	Branch Operations Manager "A", Corporate Relations Manager "A"		
		Refresher Course (Join with TFD)	Corporate Relations Manager " A ", Operation Officer		
		Refresher Course (Join with HRD)	Branch Manager (B) & (C)		
		Refresher Course (Join with ADD)	Branch Administration Manager all branches " A "		
		New Recruit Training	All Positions	Open	
		Introductory Training (Advanced & Transferred employee at HQ)	New related staffs of HQ	Open	
		Introductory Training (Advanced & Transferred employee at Branch level)	New VP & BM " A ", " B ", " C ", SAVP, AVP & M / AM of Skill Unit & Staffs at Branch	Open	-
		Refresher Course	Related Positions	Schedule by relevant Division/ Department	
		Training			
		Workshop			

II- E-Learning (Web-Training)

No.	Resource Division	Activities	Target Participants	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	# of Course
1	HRD	Code of conduct	All staffs				■									6
		Conflict of interest					■									
		AML-CFT Knowledge	Relevant staffs				■					■				
		Whistle Blowers Protection	All staffs				■					■				

No.	Resource Division	Activities	Target Participants	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	# of Course
2	MKD	Stengthening the competence of Marketing duty implementation	All marketing line team (FSD & Branch)					■					■			4
		Digital products	All back office staffs (Admin, OPO, Credit, & HQ)			■					■					
3	RMD	Bank Risk Management	All staffs up to SVP level					■								1
4	CSD	Insider Trading	All staffs									■				1
5	CRD	Credit Operating Manual and Procedure	Relevant Positions (Credit)											▮		1
		Cash Flow Statement														
6	ISD	Information Security Awareness	All Employees of ACLEDA Bank Plc, ACLEDA Securities, and ACLEDA Institute of Business											Open		1

Summary Notices :

Skills Development Training

EVP & Group Chief Operations Officer
1 . MKD	: 04 Courses
2 . OPD	: 02 Courses
3 . TFD	: 03 Courses

EVP & Group Chief Treasury Officer
| 1 . TDC | : 01 Course |

EVP & Group Chief Administrative Officer
| 1 . HRD | : 04 Courses |
| 2 . ADD | : 02 Courses |

EVP & Group Chief Information Officer
| 1 . SID | : 02 Courses |

EVP & Group Chief Risk Officer
| 1 . CRD | : 05 Courses |
| 2 . CCD | : 04 Courses |

Total Skill Development Training :   **27 Courses**

Seen & Approved by:
President & Group Managing Director

Dr. In Channy

Certified by:
SVP & Head of HRD

Ho Rattanak

Date: 05 December 2023
Prepared by:
Managing Director

Phon Narin, Ph.D.