

## IV. Human Resources



### Personnel Statistics

#### 31st of December 2008

Total no. employees	208
Head Office	94
Branches	114

#### Out of which

Male	34.6% [72]
Female	65.4% [136]
Sales Units	69.7% [145]
Support Units	30.3% [63]
Average Age	27
University Degree	95% [196]
Postgraduate Degree	13% [27]

The Human Resources Division main objective is to bring together the right number of people with the right attitudes and skills in the right place at the right time.

As far as workforce is concerned, the number of employees in 2008 incurred an obvious growth in comparison with the previous year.

We closed the year 2007 with 156 employees, whereas 2008 with 208 employees. The number of recruitments during 2008 reached at 73 people.

## Trainings

Another thing that is worth mentioning is indoor and outdoor staff training. During the year 2008 there have been performed 409 hours of training, providing in this way motivation and professional upgrade for the employees.

## Internships

During the year 2008 around 15 students from different Faculties of Tirana, have accomplished a three-month internship in accordance with their respective profile of studying they had chosen to attend. They were allocated in different units of the Bank giving them the opportunity to create an overall image of the Bank and how does it operate, as well as paving the way for developing the acquired knowledge in further areas of employment.

## Topics

- Money Laundering
- IFRS
- Loan Administration
- Letter of Credit
- Leading and Building a Team
- Loan Officer and Risk Management
- Public Education on the Issues of Deposit Insurance
- Bank Products and Sales
- Risk Assessment and Security
- Time and Stress Management
- Negotiation Skills
- Real Estate Development in Albania
- Visa/Cards Department
- Communication for Success etc.

### Year 2007

Hours	352
Employees Trained	70

### Year 2008

Hours	409
Employees Trained	631

