

UOB Corporate Day 2019: Future Proofing our People and Organisation

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Our People Support the Digital and Agile Environment in UOB

1

New Skills

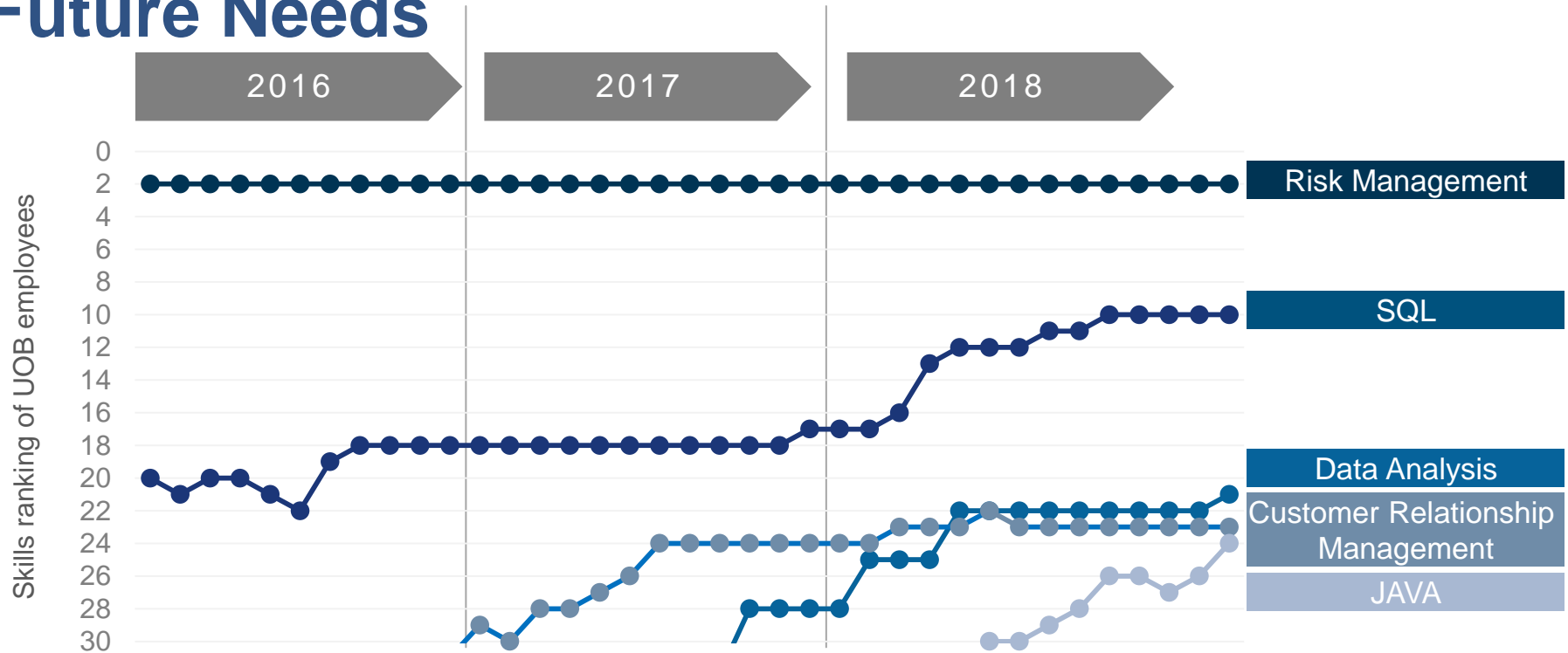
2

New Ways
of Working

3

New
Environment

Our Skills Profile is Evolving to Meet Future Needs



Increasing Our Digital and Technology Capabilities



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

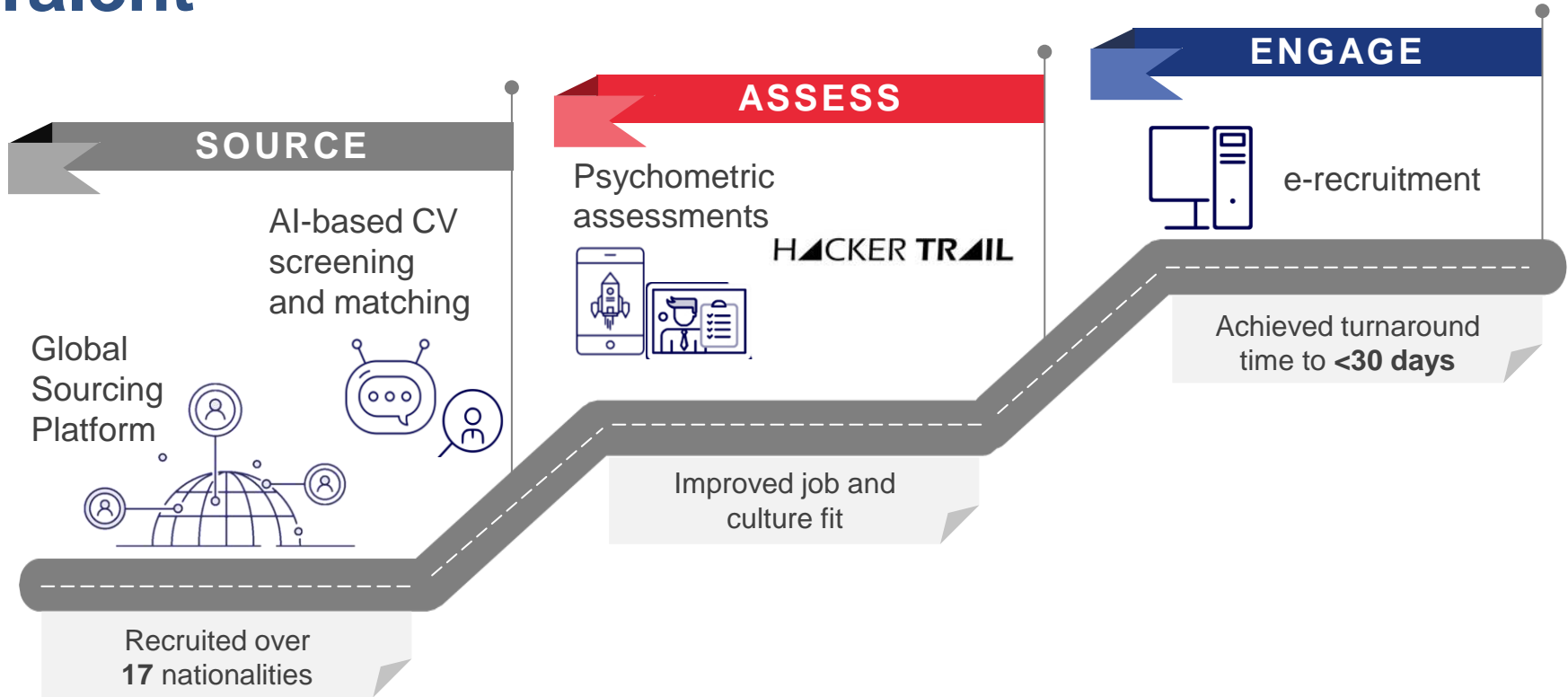


Our **Digital team** grew **12X** bigger between 2016 and 2018



Our **Cybersecurity** workforce increased by **14%** between 2016 and 2018

New Approach to Attract Required Talent



Blending Traditional Banking Skills with Digital Skills for TMRW

Traditional Banking Skills

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



- Data science
- Agile development and thinking
- Design thinking and UX/UI¹
- Digital product development
- Behavioural science

Digital Skills

1. User experience/user interface

Reskilling 900 Branch Employees for Tomorrow

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

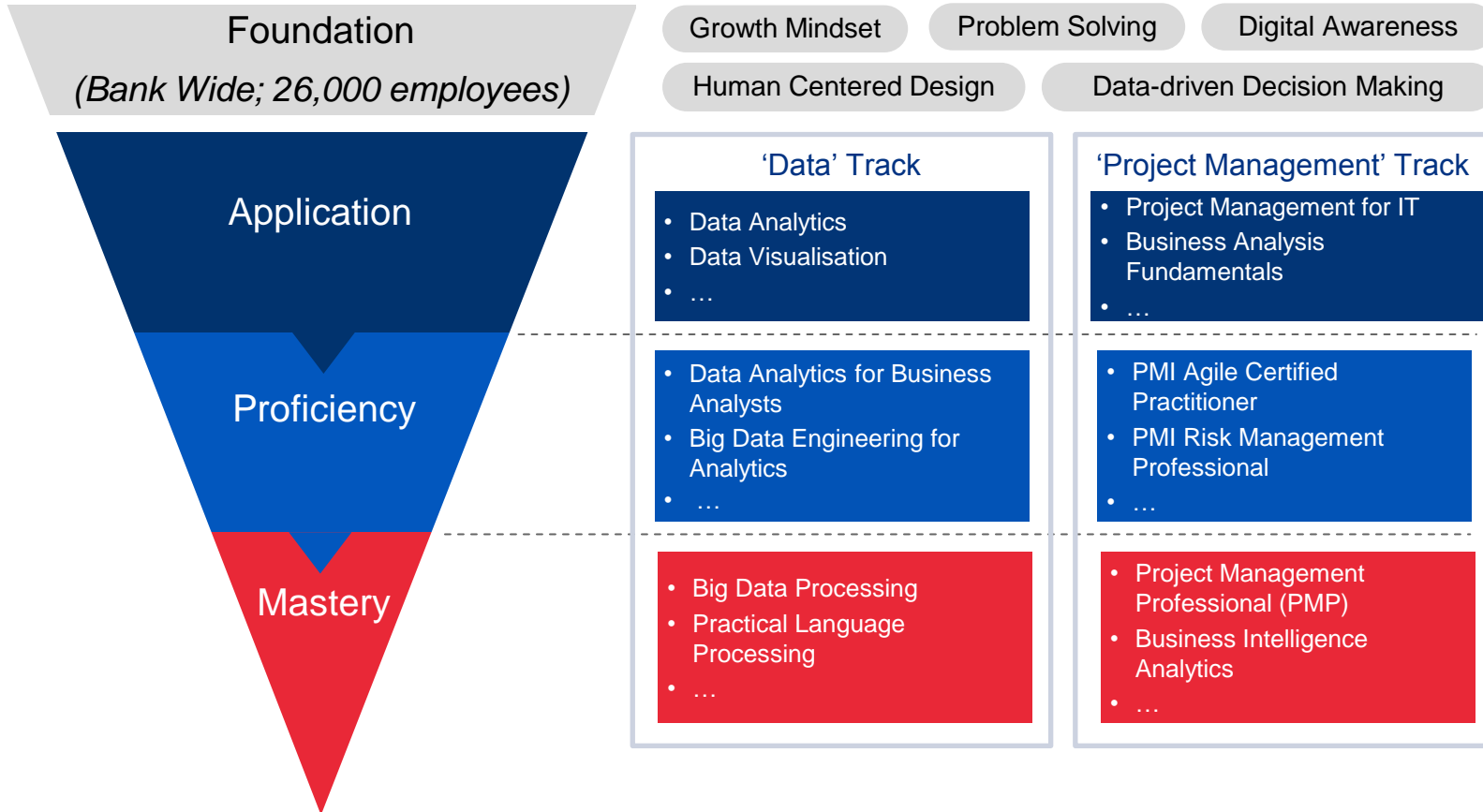
- Developed together with IBF¹, MAS² and Workforce Singapore
- Launched on November 2017
- Topics covered: customer journey design, artificial intelligence and channel management

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

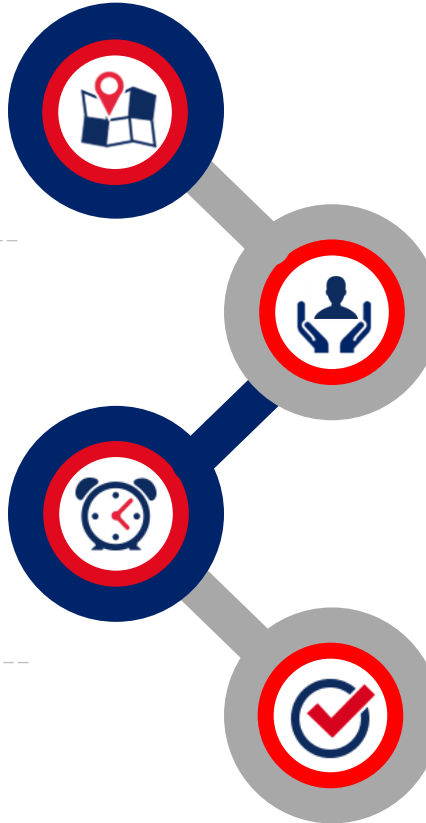
Invest in Reskilling across the Group



Adopting Agile@UOB across Key Business Segments

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)

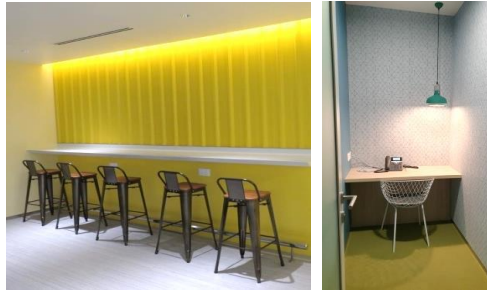
EMPOWERMENT

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



RIGHT BY YOU

