

## **Burgan Bank Celebrates the Graduation of its Retail Banking Academy Trainees**

*As part of its HR and development strategy to invest in human capital*



The Burgan Retail Banking Academy graduates during the ceremony

### **Kuwait, 21<sup>st</sup> July 2022**

Burgan Bank recently celebrated the graduation of a new batch of trainees from its retail banking academy, whereby 39 employees received training in numerous practical skills using the latest training techniques. Out of this batch, 28 graduates spent a month of training under the Entelaqah program, while 11 other Burgan employees completed a three-month Customer Relationship Officers training.

Both Burgan training programs included various topics related to retail banking services, all aiming to help employees begin their professional journey in the banking sector armed with the skills, as well as the behavioral and knowledge base, that enables them to understand and respond to customers' financial requirements. The programs also aim to help employees effectively communicate with customers and tend to all their needs, as well as extrapolating local and global market variables and dealing with them flexibly, in order to make the Burgan banking experience the best in the local market. The trainees in both programs ended their training with promising graduation projects that can be practically applied during their future career path.

The graduation ceremony ended by awarding eight trainees valuable prizes for their outstanding representation of Burgan Bank's values: commitment, development, trust, excellence.

Talking about the trainees' graduation, Mrs. Fatma Ahmad, Learning Manager - Learning and Talent Development at Burgan Bank, said: "We at Burgan Bank are keen to invest in the best national talents, whose behavior we see as an extension of our culture. This is based on our belief in the importance of behavioral drivers of employee performance that influence the extent to which the team collaborates and the bank's ability to collectively grow and move towards more success".

She also added: "We are proud of our employees' positive spirits, and of every person who seeks to promote this spirit as a general culture. In our training programs, we also seek to consolidate the bank's values and objectives to enhance its leadership in the financial sector."

From her side, Mrs. Siham Al-Khorayef, Senior Specialist – Learning – Learning & Talent Development at Burgan Bank commented saying: "On behalf of the management at Burgan Bank, I would like to congratulate all graduates. We look forward to seeing their continued success with the Bank, paving the way to their remarkable achievements in the future."

The Burgan Academy for Retail Banking Services was created to deliver on Burgan's long-term human resources and development strategy. Through its various programs and other training activities, the Bank continues to actively do its part to prepare aspiring young Kuwaiti professionals and talents to assume leadership roles in the banking sector in the future.

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### About Burgan Bank

Established in 1977, Burgan Bank is currently the third largest bank by assets in Kuwait. From its earliest days, the Bank has significantly focused on the corporate and financial institution sectors, in addition to diversifying its offering to cater to its growing retail and private banking customer base.

Burgan Bank has majority-owned subsidiaries, collectively known as the "Burgan Bank Group", in the MENAT region. This Group is supported by one of the largest branch networks across the region and includes: Gulf Bank Algeria – AGB (Algeria), Bank of Baghdad – BOB (Iraq & Lebanon), Tunis International Bank – TIB (Tunisia), and the fully owned Burgan Bank Turkey. Furthermore, Burgan Bank has a presence in the UAE through its corporate office, Burgan Financial Services Limited.

The Bank has continuously improved its performance over the years, through an expanded revenue structure, diversified funding sources, and a strong capital base. The adoption of state-of-the-art services and technology has positioned it as a trendsetter in the domestic market and within the MENA region. Moreover, Burgan Bank's brand has been built on a foundation of real values – trust, commitment, excellence and progression – which serve as a reminder of the high standards to which the Bank always aspires. In fact, the Bank's core philosophy of 'Driven by You' is the foundation on which its products and services are continuously developed.

The Bank obtained the ISO/IEC 27001: 2013 Information Security Management Systems certificate (ISMS) and was re-certified with the prestigious ISO 9001:2015, making it the one of the few banks in the GCC and Kuwait to receive such a certification for five consecutive times. The Bank also has the distinction of being the only Bank in Kuwait to have won the JP Morgan Chase Quality Recognition Award for twenty consecutive years.



Burgan Bank is a majority owned subsidiary of KIPCO (Kuwait Projects Company), one of the largest holding companies in the MENA region.