

# Human Resources Policy of Arion Bank



Arion Bank employs an integrated team of hard-working employees. We are proud of our place of work and are constantly striving to improve our results and the services we provide to our customers. Arion Bank is a relationship bank and we do our utmost to develop good relationships with our customers and colleagues. We work professionally and think in terms of providing solutions. We are flexible, progressive and dedicated in everything we do.

## We choose the right people

It is important for us to have the right person in the right place. Desirable traits in employees are initiative, independence, the willingness to embrace change, service mindedness and good communication skills. We give new employees a warm welcome and provide them with focused training and instruction.

We try to advertise vacant positions on the intranet, the Bank's website and in other media as appropriate. New people are hired in accordance with a well-defined hiring process. In addition to the qualities outlined above, we take into account an applicant's professional expertise, experience, education and interests. It is also crucial that applicants have the qualities set out in the Bank's cornerstones.

We enjoy good relationships with Icelandic educational institutions and we select talented people for summer jobs at the Bank. This gives us an opportunity to get to know promising young people who gain experience at the Bank and in some cases lay the foundations for future employment at the Bank.

## We aspire to create a stimulating, positive and success-driven work environment

We strive hard towards creating a work environment in which we can all grow and develop our knowledge. We help each other in our day-to-day work and foster a good working atmosphere. We are aware that our actions, or lack of actions, have an effect on our colleagues and our customers' experience of the Bank's services. Our objective is to exceed the expectations both of our colleagues and our customers. Arion Bank is a knowledge community made up of people with varied experience and knowledge. We show initiative and seek new opportunities to progress in order to help the Bank and ourselves develop. We encourage professional development and offer an ambitious educational programme which gives all our employees the opportunity to add to their knowledge and skills. We try to enable our employees to gain more responsibility and to move into management positions within the Bank or to transfer them to other jobs and projects.

We endeavour to offer first-class facilities and the Bank's working environment is characterized by open working spaces where knowledge and information can be freely exchanged. An employee survey is carried out every year in order to strengthen the working environment and to foster a sense of job satisfaction. It is important that there is a healthy balance between work and private life and employees are also encouraged to look after their health. There is zero tolerance towards bullying, sexual harassment or any other inappropriate behaviour. It is the responsibility of everyone to prevent such conduct at the workplace.

Employees of Arion Bank have an active social life and the employees' association, Skjöldur, arranges numerous well-attended events and a wide range of sporting and leisure events where everyone can find something to suit their interests. Employees can also rent holiday homes and apartments across the country.

### **We place great importance on strong leadership and good management**

It is important that the Bank employs a highly competent management team with a clear future vision for their divisions. We strive hard towards developing our management's leadership skills. It is important that managers possess outstanding communication skills, set a good example, encourage their colleagues to work independently and authorize them to take action. Employees are encouraged by the management to show initiative in their daily work. It is also the role of management to ensure that employees get the opportunity to develop in the work by being given challenging and varied tasks. It is vital that there is trust between the management and employees and that giving regular and constructive feedback forms an integral part of the job of management.

### **We have a clear equal opportunities policy**

The Bank's policy is to guarantee equal opportunities and terms for employees of both sexes. Any kind of sexual discrimination is contrary to the Bank's equal opportunities policy and equal opportunities legislation. The CEO is responsible for the equal opportunities policy. An equal opportunities committee implements the policy in consultation with the management.

We have developed an equality action plan incorporating actions such as equal salaries, equality when hiring and appointing people on committees and job development. The Bank's equal opportunities policy also states that employees should be enabled to coordinate their professional and family lives and that men as well as women should be encouraged to exercise their right to parental leave.

### **We act responsibly**

We know our role and take responsibility for our tasks and decisions. We make a difference. We have a broad interpretation of our role and ensure that tasks are not overlooked and left to somebody else. We keep to our word and complete what is entrusted to us.

We get things done. Each and every employee of Arion Bank is an important link in the chain and should act responsibly in their job. We bear joint responsibility for creating a positive team spirit and showing each other respect.

We say what we mean. Open and frank exchanges of views are an essential key to success. This enables us to share information with our colleagues. Constructive criticism allows us to point out what can be done better and we are also receptive to suggestions made by others. We make sure we praise each other for work that has been done well. We are honest and maintain confidentiality at all times, always abiding by the rules of procedure and code of conduct.