

Criteria for evaluating the performance of executive body

Customer Service Provision

- Satisfaction of Bank customers
- Proper handling of customer complaints
- Strict deadlines of service provision
- Stimulating constant growth of customer base

Financial Criteria

- Increasing the Company revenue
- Considerable reduction of the customer bad debts
- Substantial decrease of the Company costs
- Appropriate allocation of the Company resources
- Proper management of the Company risks

Terms and Procedures

- Strong adherences to the HSBC Group standards of internal control
- Active sales management
- Strict compliance to the Legislation in force
- Accuracy in day to day operations
- Use of the latest Information Technology systems

Personnel

- Steady improvement of employee engagement, monitoring the delegation of tasks
- Effective staff management, as well as their training and further development
- Driving and motivation of the team to guarantee excellent performance
- Constant self development through feedback, coaching and support to enhance own skills and abilities