

Human Capital Management 2024

01.

Labor Practices Programs



Overtime Work

In RIMAC, our work model is a flexible hybrid, **which means that the beginning and finishing hours of work are accorded in each team between the leaders and the employees.** For example, one team could begin at 8:30 am and finish at 5:30 pm, while other begin at 9:00 am and finish at 6:00 pm, depending on the necessities of each day.

Therefore, we don't monitor overtime work as our employee's are non-audited profiles. Having said this, we ensure to pay all work hours and we specify it in the pay slips, as presented in the evidence below (30 effective days of work x 8 hours = 240 hours of work)



¡Horario Flexible!

Organízate con tu equipo, **coordina** con tu líder y **juntos** elijan el horario que mejor les funcione

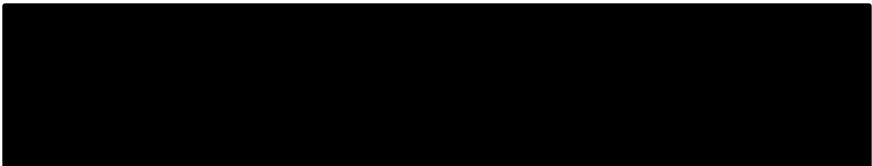
Trabajamos 8 horas de lunes a jueves, sin contar refrigerio. Por ejemplo:

De: 8:30 am a 6:30 pm | De 8:00 am a 6:00 pm

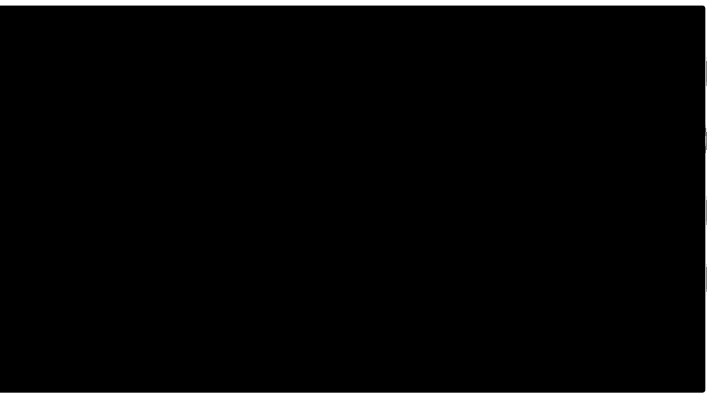
Y los viernes contamos con **Early Friday**, trabajando 6 horas de corrido, sin contar refrigerio.

Las áreas de **Operaciones, FFVV Lima y Provincias, y Experiencia al Cliente** tienen beneficios adaptados a su tipo de trabajo. Coordinen con su líder para disfrutarlos.

DATOS DEL TRABAJADOR



TELETRAB MIXTO.



Mes : 04 Del : 01/04/2024 al 30/04/2024

Días Efectivos: 30 Hrs Trab: 240

Reg. Pen.: AFP Prima

05/06/2023

Paid Annual Leave

In RIMAC, our aspiration for our employees is to become the best community to work in, promoting their integral well-being and the development of their talent. That is why, apart from all the benefits we provide, we ensure that our employees take their paid annual leave.

Each full time employee has a total of 22 working days of vacation on an annual basis, as seen in the evidence on the right. In order to make use of them, you must coordinate with your boss and register them on an internal Platform, as shown below. If this is not done, reminders and date proposals are sent, to ensure that everyone uses that benefit.

Vacaciones



¡Cuidamos tu bienestar e impulsamos el balance vida-trabajo!

A través de un periodo **de vacaciones de 22 días hábiles para tu recreación, desconexión y descanso**, por cada año de trabajo.

Solo debes coordinarlas con tu líder inmediato

Conoce más aquí



Hola, Carlos Bornas

Mis Datos

Mis Vacaciones

Mis Descansos y Licencias

Mis Boletas

Mis Documentos

Mis vacaciones

Para solicitar vacaciones, selecciona las fechas y haz click en AGREGAR. Puedes realizar varios registros a la vez. Luego de indicar todos los registros presione el botón ENVIAR.

Registro de Vacaciones

Reporte de Solicitudes

Saldo de Vacaciones

Registro de Vacaciones

Autorizador: ADELA ALEJANDRA YARLEQUE LLACZA

Recuerda: Solo podrás registrar tus vacaciones hasta el día 15 de cada mes en curso. A partir del 16 solo podrás registrar vacaciones para los siguientes meses, siempre que tengas saldo de días disponibles.

Fecha inicial

 hasta

Fecha final

AGREGAR

Comentario

TA

TYT_Gestion Administrativa<tytgestionadm@rimac.com.pe>

Para: Carlos Bornas Giles

Lun 22/07/2024 21:54

No suele recibir correos electrónicos de tytgestionadm@rimac.com.pe. [Por qué esto es importante](#)

Hola!

En RIMAC, **las personas van primero**. En este 2024, continuaremos promoviendo el bienestar de todos nuestros colaboradores, inspirados por nuestro propósito: **"Protegemos tu mundo, impulsamos tu bienestar"**.

En base al reporte de vacaciones con corte a junio, se brindó un plazo para que puedas enviar nuevas solicitudes de vacaciones y alcanzar la **meta 2024**.

Sin embargo, al día de hoy que no se ha cumplido, por lo que se te ha asignado el siguiente calendario vacacional:


07/08/2024 al 23/08/2024
09/09/2024

Recuerda que este tiempo de desconexión es importante para que recargues energía, descanses y lo disfrutes al máximo.

Free Noon Coupons

Another benefit we offer to boost people's well-being are free half day coupons (half day off work) so that our employees can use it freely and have reduced work weeks. Each employee (not counting interns) receives a coupon every 3 months, which gives a total of 4 per year. In addition, all contributors (including interns) have a day off coupon for their birthday.

Tiempo libre remunerado (Cuponera)



Sabías que además de tus vacaciones podrás disfrutar de:

4
cupones
De ½ día libre

1
cupón
de un día libre
por cumpleaños

Solo debes coordinarlo con tu líder inmediato.

[Regístralo aquí](#)[Términos y condiciones](#)

02.

Employee Development Programs





Learning School

Learning School is a program in RIMAC with the objective of **developing, enhancing and standardizing the knowledge and skills of our employees** in the capacities that make up the program, **contributing to the achievement of the RIMAC strategy** and strengthening, in turn, the learning culture in employees from all areas and segments of the company.

This program is composed of 5 fundamental capabilities: Customer Centric, Tech Savvy, Agility, Insurance, and Finance and Business. **That means that it has a cultural education and digital transition impact.** These are aligned with one of company's objectives for 2024: to be a company with Customer Centric and Tech Savvy talent.

The program has successfully engaged 1,339 participants, achieving an overall Net Promoter Score (NPS) of 76, reflecting its positive impact on our workforce.

As a result, we got the 98% of FTEs participating in the program

Quantitative impact of business benefits

Group	% impacted by Learning School	Improved capacity
All employees (only FTE's)	88	Tech Savvy

Group	% impacted by Learning School	Improved capacity
All employees (only FTE's)	86	Customer Centric

The Learning School Program directly impacted the RIMAC Strategy 2023-2026. As mentioned before, one of the objectives of RIMAC was to be a company with Customer Centric and Tech Savvy talent.

Thanks to this program, **88% of employees in the company develop their Tech Savvy capacity**, knowing the technological tools available in the company to use them in their daily tasks, with the aim of maximizing their productivity and being more efficient.

In addition to this, **86% RIMAC's employees enhanced its Customer Centric capacity**, obtaining a better understanding of the needs and expectations of internal and external customers, assuming responsibility for finding solutions in an early and personalized way.

Sales Force Certification



This program, **with a cultural education impact**, was implemented with the objective of **standardize product knowledge and develop sales skills** for insurance advisors, members of the **Life Sales Force** in the migration to becoming a **Multi-Product Sales Force**.

In 2024, there were 4 types of certifications: Financial Certification, Health Certification, Vehicle Certification and Salesforce Certification. These were carried out under a hybrid model, with self-learning content pre-requisite for the masterclass with specialists from the business units.

This program, as well as the Learning School, offers learning methods that foster the formation of collaborative networks, as part of our employee development strategy

In 2024, we got 87% of our FTEs participating in the program, impacting more than 320 employees in the Multi-Product channel (Ex Life Sales Force)



Quantitative impact of business benefits

Branch	% of sales increase by Certifications Program
Financial	23%
Vehicular	15%
Health	7%

The impact of the Sales Force Certification program affected our percentage of sales of different branches throughout 2024. With all the knowledge acquired in the trainings,each had a significative increase in activity.

To be precise, the financial branch rose from 9% in January 2024 to 32% in December; in the vehicular branch, activity went from 1% in April to 16% in December; and in the health branch it went from an activity of 8% in January to 15% in December

03.

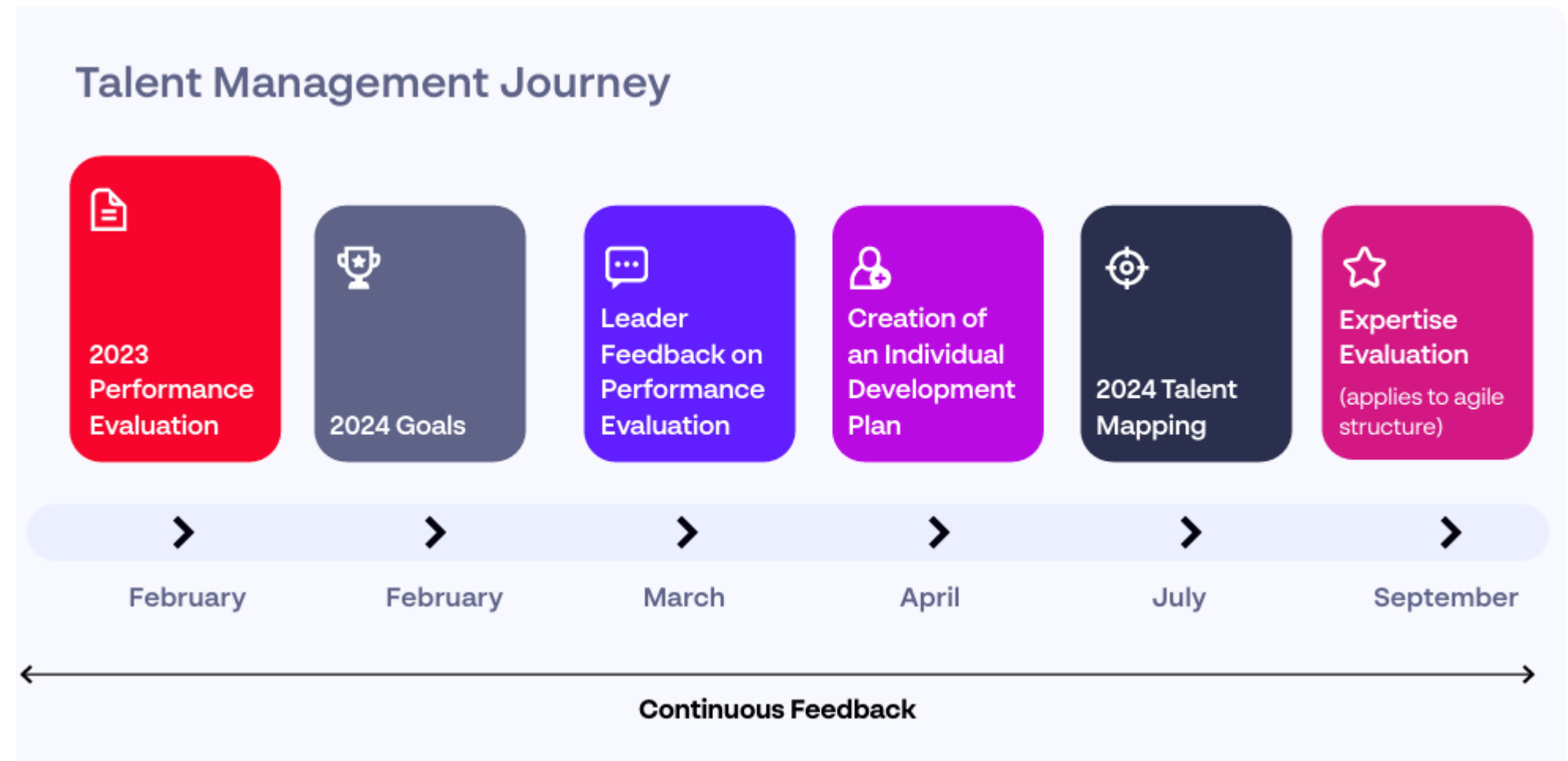
Type of Performance Appraisal



Talent Management Journey

The Talent Management Journey is the sequence of every step that is part of the development journey of every RIMAC's employee. This includes our annual performance appraisal process.

First, we define the annual goals for the company. Then, each person receives a performance evaluation of the year prior. After that, there is a feedback session to discuss the results and to create an individual development plan collaboratively.



Agile Conversation

As mentioned before, Agile Conversations are part an intrinsic and essential part of every employee's development journey through feedback session.

The use of agile conversation in form of continuous feedback is crucial, given that allows every person to establish their own goals through a collaborative process with their leaders.

Thus, we use our communication channels to remind that those spaces are obligatory, as well as to give each employee tips for an effective exercise.

Reminder for feedback session (Step 2)

Juntos Somos Bienestar

Juntos Somos Desarrollo

Juntos Somos Reto

Juntos Somos Cultura

Logramos lo extraordinario

RIMAC

¡Iniciamos el proceso de Evaluación de Desempeño 2024!



¿Cómo impacta en tu desarrollo?

Este proceso te dará visibilidad de cómo te fue respecto al cumplimiento de tus Metas 2024 "el qué" y a la vivencia de la cultura RIMAC "el cómo", identificando tus fortalezas y oportunidades de mejora para crear tu Plan de Desarrollo Individual 2025.

Completa el siguiente checklist como líder RIMAC:

○ Verificación de equipo y Evaluación de principios culturales 360°
Febrero: Del lunes 3 al viernes 14

🔒 ¡Pronto!: Alcance de metas 2024 y nota final
Febrero: Del lunes 17 al viernes 28

🔒 ¡Pronto!: Reunión de feedback
Marzo: Del lunes 3 al viernes 14

Revisa **AQUÍ** el toolkit del proceso

Sé owner de tu propio desarrollo y sigue estos 3 pasos:

1

Agenda las reuniones de feedback sobre el desempeño 2024 hasta el lunes 24 de marzo.

Ingresa a **Rankmi** y dirígete al módulo de feedback.

2

Aprovecha la reunión para conocer todo sobre tu desempeño respecto al cumplimiento de tus metas, principios culturales y la fórmula vigente para el cálculo de bono.

3

Diseña, en base al feedback, tu plan de desarrollo individual (PDI) en Rankmi desde el 07 lunes de abril.

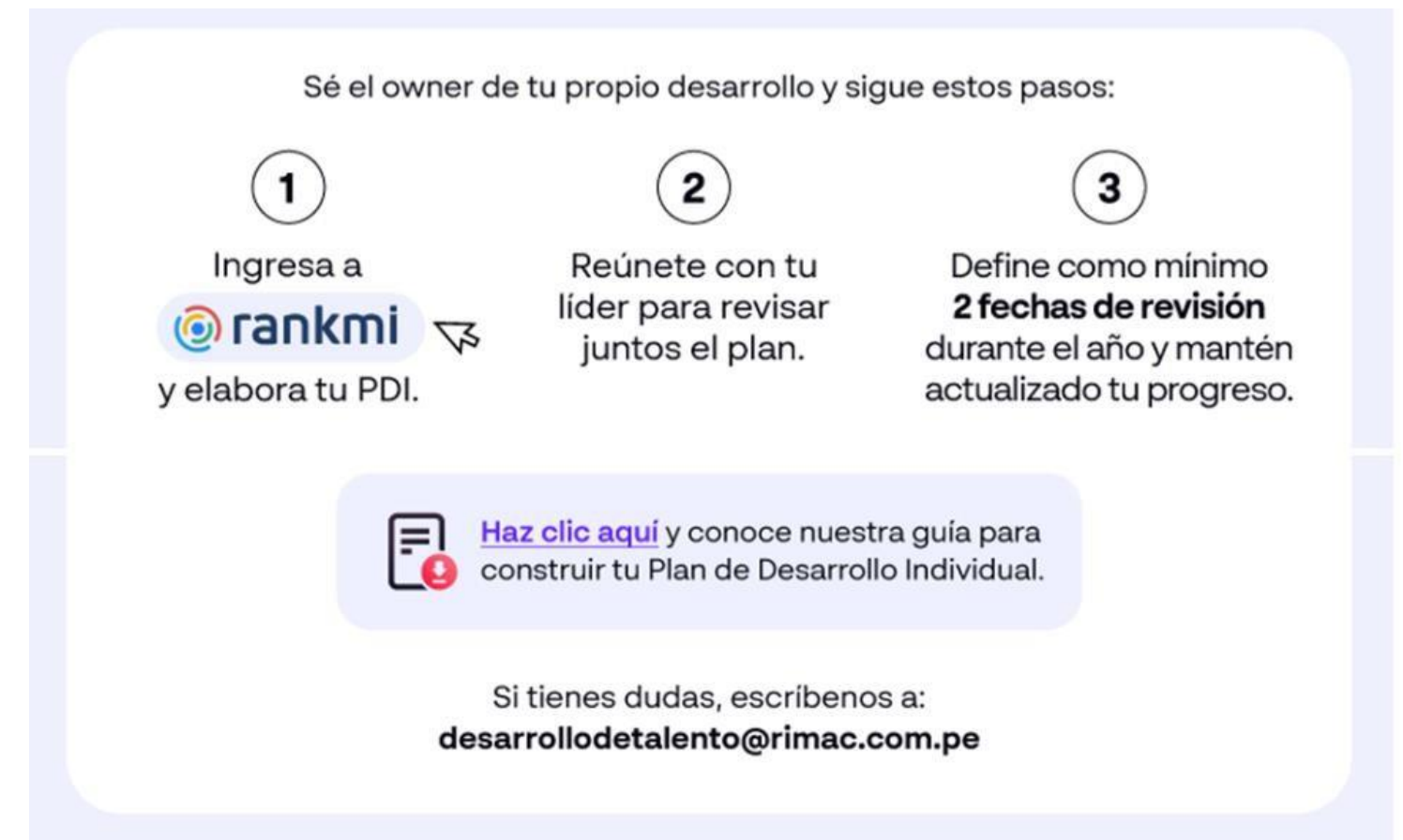
Tips for feedback session

Management by Objectives

After those feedback sessions, each employee must create their own Individual Development Plan. Those plans are elaborated by pre-defined and measurable goals based on different capacities (Data, Business, Top Skills, Innovation and Digital & Tech) that are later validated with each, focusing on a collaborative approach.

After the plan is set, it's necessary to establish at least 2 follow up sessions throughout the year to review the progress.

Examples of objectives	Capacity related
Take 1 course during the year on Innovation.	Innovation
Increase my team's NPS by 10% during the course of the year	Business
Have 4 feedback sessions per year with Brokers about our products	Business



Multidimensional Performance Appraisal

The performance evaluation in RIMAC is multidimensional. That means that, as referred in our Annual Report 2024, **each team member has a 360° performance review, which is focused on both the “what” (goals) and the “how” (cultural principles.)**

Multidimensional Performance Appraisal (Step 1)

Juntos Somos Bienestar

Juntos Somos Desarrollo

Juntos Somos Reto

Juntos Somos Cultura

Logramos lo extraordinario

RIMAC

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🔒

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Revisa **AQUÍ** el toolkit del proceso

Team-based Performance Appraisal

As detailed in RIMAC's Talent Management Journey, the first step required for every performance evaluation is the definition of the company's annual goals. After that, as the evidence shows, those goals are a key factor in the performance evaluation.

Logramos lo extraordinario

RIMAC

¡Hemos actualizado **tus metas 2024!**



¿Sabías que los indicadores se actualizan periódicamente según la estrategia del negocio?; por ello, te recomendamos revisarlos siguiendo estos pasos:

1

Ingresa a **Rankmi**, verifica tus metas y acéptalas.

2

Asegúrate de que tu líder también **valide tus metas** en la plataforma.



Recuerda que las metas representan un factor clave para la **Evaluación de Desempeño 2024** y el cálculo **bono anual** por resultados del próximo año.

04.

Employee Support Programs



Parental Leave Extended

Extendimos nuestras licencias para que puedas disfrutar de más tiempo en familia. ¡Además, son 100% remuneradas!

	Normativo	Colaborador RIMAC
Por maternidad	98 días	113 días
Por paternidad	15 días	20 días
Por adopción	30 días	45 días

Para solicitarlas, contáctate con el buzón: bienestar@rimac.com.pe
1 semana previa a la fecha de inicio de la licencia.

In 2024, we extended the parental leave for maternity, paternity and adoption cases even beyond what is established by law. The first case increased from 98 days to 113 days, the second from 15 days to 20 days and the third case from 30 days to 45 days.

Parental Leave	# of weeks	Formula
Maternity Leave	16.14	(# days/7)
Paternity Leave	2.8	(# days/7)
Adoption Leave	6.4	(# days/7)

05.

Trend of Employee Wellbeing



Employee's Survey Dimensions

Since 2019, we have been using the Officevibe digital platform to evaluate our work climate by periodically sending surveys to our team members.

As exhibited in the following evidence, those surveys assess ten dimensions associated with work climate: acknowledgment, feedback, happiness, personal growth, satisfaction, wellbeing, and pride/ambassadors, among other factors.

