

Human Capital Management 2023

01.

Employee Development Programs





Tracks

The TRACKS Program at RIMAC offers courses designed to enhance six key competencies essential for our future collaborators: Innovation, Data Analytics, Technology, Agility, Business, and Top Skills. These courses are available at three difficulty levels, accommodating varying degrees of expertise. Enrollment is open with established rules and limited capacity, ensuring an engaging learning experience.

To enrich our educational offerings, we have established strategic partnerships with top educational companies in Peru and globally. Our goal is to foster a culture of learning among all team members, regardless of their area or segment within RIMAC. We provide essential courses aimed at developing future skills, preparing our collaborators to meet upcoming challenges effectively.



The program has successfully engaged 472 participants, achieving an overall Net Promoter Score (NPS) of 74, reflecting its positive impact on our workforce.

As a result, we got the 30.42% of FTEs participating in the program

Quantitative impact of business benefits

Division	% impacted by TRACKS Program	WPE
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Internal Audit	83%	4,50
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The TRACK Program had positive impacts for the organization, particularly in improving the results of Workers' Performance Evaluations (WPE). For example, in the Internal Audit Division, 83% participated in this program, which gave them a 4.5/5 result in evaluations.

Division	% impacted by TRACKS Program	Turnover rate
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Health	23%	9%
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In addition to this, another benefit was the reduction of the employee's turnover. In the Health Division, 23% participated in the program and the turnover rate was just 9%

Speakers

The RIMAC Speakers Program consisted of seven sessions designed to equip our collaborators with the necessary tools to design, develop, and share learning experiences in projects both inside and outside the organization. This program aims to contribute to the personal and professional growth of our team members by promoting internal talent and forging strategic alliances in the educational sphere.

In 2023, we issued a call to all team members, who responded extremely positively. The sessions were led by specialists, each focusing on a specific topic of interest. The program stood out for its popularity, achieving a Net Promoter Score (NPS) of 83.5, reflecting RIMAC's commitment to the ongoing development of its team and the effectiveness of the initiative in fostering a collaborative and enriching learning environment.

As a result, we got 1.03% of our FTEs participating in the program



02.

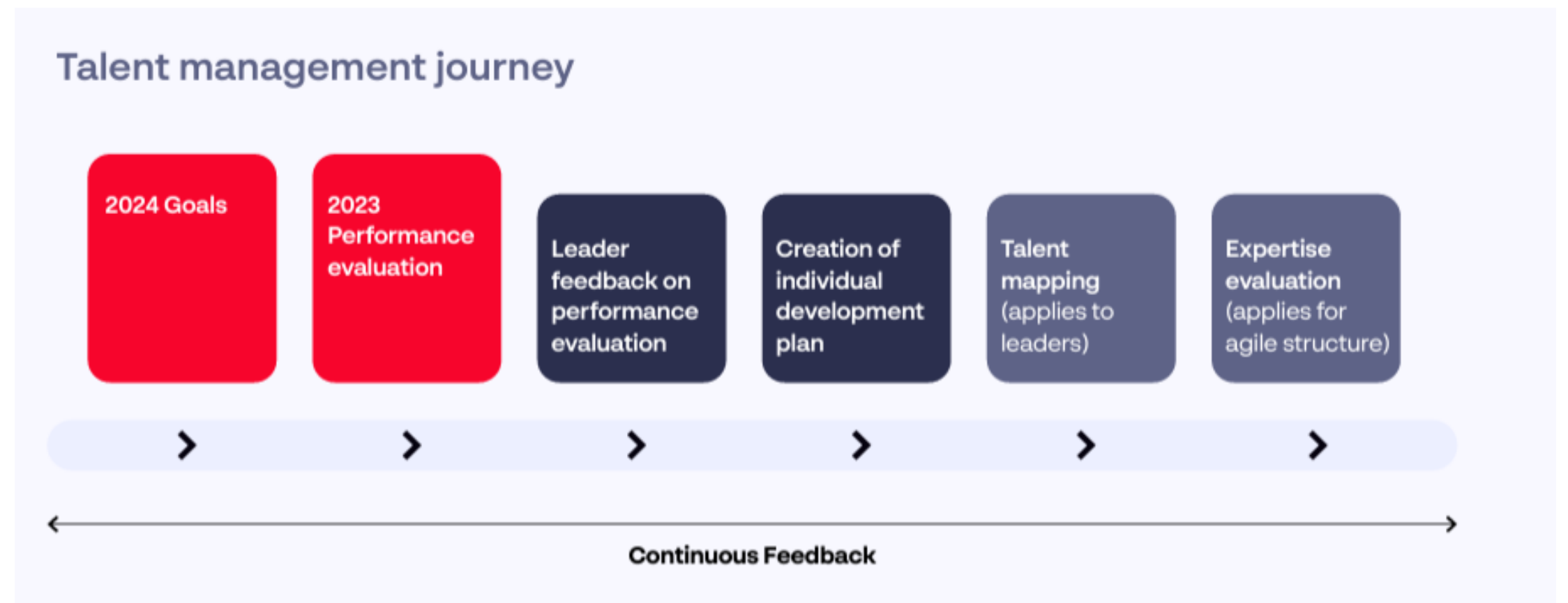
Type of Performance Appraisal



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.

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.

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

- 1**
Agenda las reuniones de feedback sobre el desempeño 2023 hasta el viernes 22 de marzo.
¡Dale clic **AQUÍ** y entérate de las mejoras que tiene Rankmi!
- 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 del lunes 01 al martes 30 de abril.

Tips for feedback session

Reminder for feedback session (Step 2)

Logramos lo extraordinario

RIMAC

¡Iniciamos nuestra Evaluación de Desempeño 2023!

Es momento de evaluar el rendimiento de tu equipo para llegar más lejos.

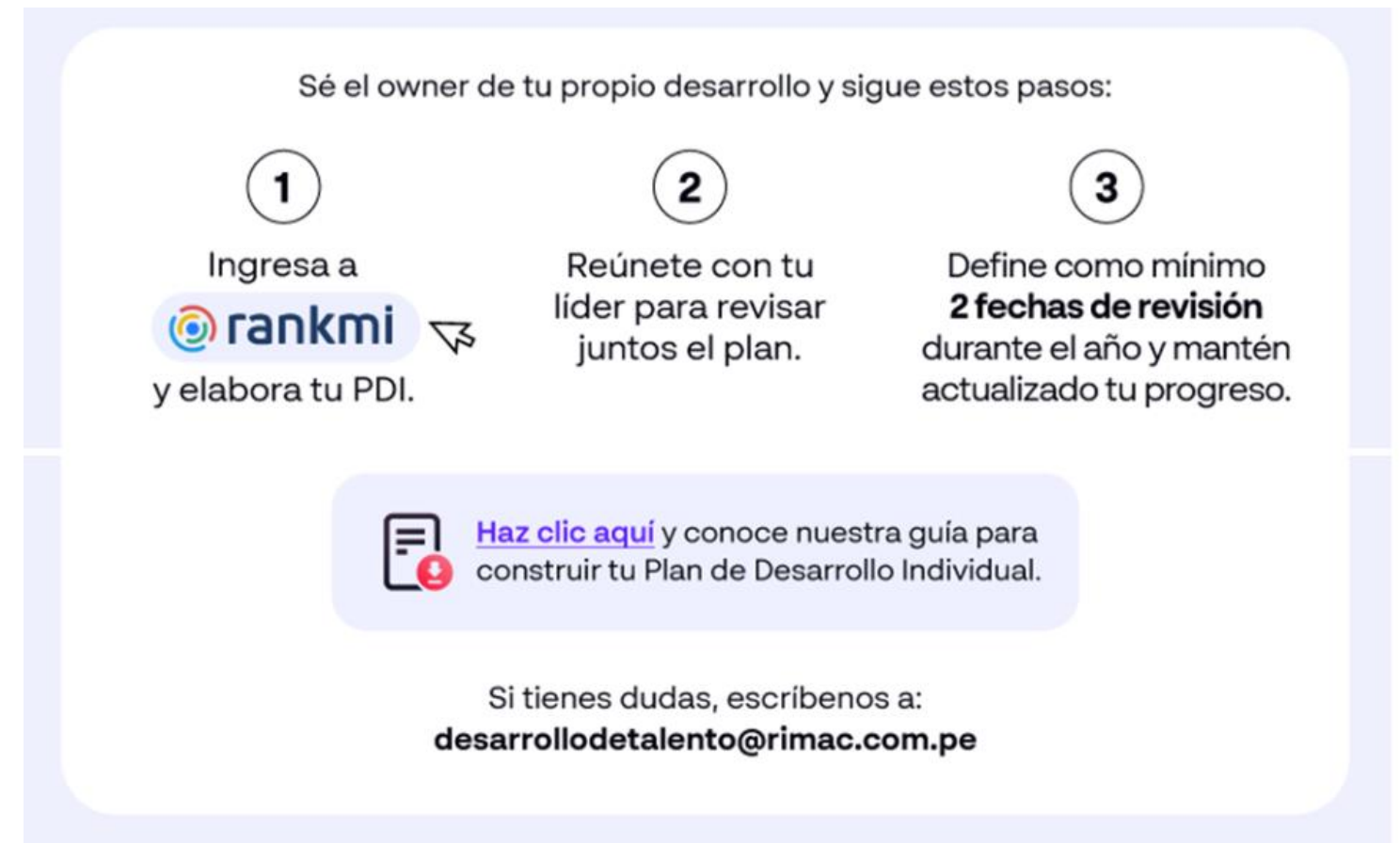
Recuerda seguir los siguientes pasos:

Paso 1	Paso 2	Paso 3
29 Ene - 09 Feb	21 Feb - 15 Mar	18 - 22 Mar
Verificación de equipo y Evaluación de Principios Culturales 360°	Alcance de metas y nota final	Reunión de feedback
Revisa que la lista de tus evaluados y evaluadores por principios culturales sea la correcta.	Metas masivas: Verifica que el cumplimiento sea el correcto. Metas Individuales: Ingresa el cumplimiento de los indicadores. Nota final: Recuerda que el cálculo es automático y responde a la nueva fórmula.	Genera reuniones de entrega de resultados con cada colaborador de tu equipo.

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, **its necessary to establish at least 2 follow up sessions throughout the year to review the progress.**



Examples of objectives	Capacity related
Llevar 1 curso durante el año sobre Innovación.	Innovation
Incrementar el NPS de mi equipo en un 10% durante el transcurso del año	Business
Tener 4 sesiones de feedback al año con corredores sobre nuestros productos	Business

Multidimensional Performance Appraisal

The performance evaluation in RIMAC is multidimensional. That means that, as referred in our Annual Report 2023, **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)



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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.

03.

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)

04.

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.

Hola a todos,

Paso los datos actualizados del 2023:

1. eNPS = 62 puntos
2. Clima Laboral = 8.6 / 10
3. Participación = 78%

Dimensiones:

Dimensión	2023
Reconocimiento	8,4
Crecimiento Personal	8,8
Retroalimentación	8,6
Satisfacción	8,6
Relación con el Equipo	9,0
Bienestar	8,4
Felicidad	8,4
Relación con el Jefe Directo	8,7
Alineamiento Cultural	8,8
Orgullo/Embajadores	8,9

*Evidencias: adjuntas.