

## **Maybank recognised as Towers Watson Global High Performing Company**

Maybank has been recognised again for the second year running, as the only Malaysian-founded organisation to be listed alongside 26 other globally recognised companies in the Towers Watson Global High Performing Company Norm - an internationally acclaimed benchmark for high performing organisations.

Organisations are evaluated based on two criteria set by the professional services firm - namely, superior financial performance, defined by a net profit margin and/or return on invested capital that exceeds industry averages; and superior human resource practices, defined by employee opinion scores near the top among the most financially successful companies surveyed by Towers Watson. Among other global companies recognised by Towers Watson this year include Groupe Danone, McKesson, Shangri-La Hotels and Resorts and Siemens.

Maybank was presented the recognition during the “Driving Engagement through a Consumer-Like Experience” seminar held by Towers Watson in Kuala Lumpur recently. The recognition was presented by Lim Chin Han, Managing Director of Towers Watson Malaysia to Maybank Group Chief Human Capital Officer, Nora Abd Manaf.

Maybank was cited as one of the best organisations with consistent leadership from the top management in terms of setting strong directions, internal communications, stakeholder engagement as well as employee development and benefits. Towers Watson also noted that Maybank had performed admirably in terms of leadership, communication and encouraging a healthy workplace environment that promotes the growth of the employees.

Nora said that achieving the recognition demonstrated that Maybank had successfully achieved the right level of outcomes from the strong People and Performance management infrastructure put in place within its overall Group performance transformation. “As a leading banking group operating in 20 countries worldwide, we have been committed to adopting global best practices, both in areas of business excellence as well as people development,” she said.

Nora added that Maybank is committed to provide an inclusive and equitable work environment that encourages its over 47,000 workforce to find meaning, opportunities to grow and become better as well as contribute to the well-being of communities where the Bank has presence. This encompass a competitive total rewards package, global best practice processes to identify right talents, best in class learning and development programmes to nurture staff at all levels and a multitude of leadership as well as entry pipeline programmes to build a broader base of inspirational and effective leaders. Its gender diversity practice gives women equal opportunities for professional and personal development as well as career advancement. Maybank also has in place flexible people policies to ensure that employees are able to balance work, personal needs and family commitments, while taking into account business and organisational needs. These are translations into actions of the Group’s Mission of Humanising Financial Services and its Employer Value Proposition “Go Ahead”.

“We believe that creating a positive work climate will not only bring out the best in our employees but also give them a sense of belonging which will translate into greater productivity and better customer experience. In this way, we also create a culture where everyone is constantly helping each other to achieve our goals, together,” she added.

Lim Chin Han, Managing Director of Towers Watson Malaysia said, “We are extremely proud of Maybank’s consistent performance and achievements, having attained this global recognition for two consecutive years, an achievement very few organisations attain and sustain. This is significant as it recognises only the most successful organisations that have effectively leveraged on the diversity of their human capital, resulting in strong business performance and financial success.”

“One of the reasons why Maybank continues to be so successful is because of constant innovation and not being afraid to try new things to stay ahead of the game. Maybank has remained relevant to the changing talent environment by focusing on the key drivers as they evolve locally and globally. Their achievement is also a result of strong collaboration between HR and senior management including the Board and CEO, a trend we observe in top performing organisations where there is integration from top to bottom. We look forward to continuing to partner Maybank on achieving their ambitions and maintaining their high performance workforce,” he added.

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#### About Maybank

Maybank is among Asia’s leading banking groups and South East Asia’s fourth largest bank by assets. It has been ranked among the World’s Top 20 Strongest Banks by Bloomberg Markets for two consecutive years - 2013 and 2014. The Maybank Group has an international network of 2,400 offices in 20 countries namely Malaysia, Singapore, Indonesia, Philippines, Brunei Darussalam, Vietnam, Cambodia, Thailand, Papua New Guinea, Hong Kong SAR & People’s Republic of China, Bahrain, Uzbekistan, Myanmar, Laos, Pakistan, India, Saudi Arabia, Great Britain and the United States of America. The Group offers an extensive range of products and services, which includes consumer and corporate banking, investment banking, Islamic banking, stock broking, insurance and takaful and asset management. It has over 47,000 employees serving more than 22 million customers worldwide. ([www.maybank.com](http://www.maybank.com))

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