

# Talent Development

The Company promotes the development of employees with high potential to prepare them for growth and succession within the company, by focusing on the expansion of operations through the omnichannel platform and the learning of various business groups. The most outstanding high-potential employee development program in 2020 was the Omnichannel Commerce Program (OCP).

## Omnichannel Development

The Company conducts omnichannel development to encourage employees to have a deep understanding of the omnichannel platform and to be able to adapt to disruption in the future. Omnichannel and Gamification are hands-on learning through assigning employees to create projects that can be applied to the omnichannel platform in practice. However, at the end of the project, each participating group will share their experiences



2 sets of participants, totaling

**84** participants



In addition to the aforementioned programs, the Company offers a variety of training courses and employee skill development programs as follows:

Course	Objective
<b>Step-Up and MDP-Management Development Program</b>	Develop employees with all-round skills in preparation for leader role.
<b>Tech Catcher Program</b>	Develop employee capability to apply innovation to their operations.
<b>Talent Rotation Program and Talent Exchange Program</b>	Provide opportunities for employees to work across departments or across business segments in order to better understand the overall picture of the business and learn the various skills required in each segment.
<b>Career Roadmap Program</b>	Encourage employees to plan their career growth and assess their potential along with their supervisor in regular performance and career development reviews.