

HR- Our People

Empowering Success through Human Resources

Bank Albilad's accomplishments are made possible by a skilled, dedicated workforce. The Human Resources has been central to fostering a culture of productivity, commitment, and innovation. By focusing on creating an environment where individuals and teams can succeed, HR drives motivation, morale, and continuous development, aligning every initiative with the bank's strategic goals and Vision 2030.

Our People by Numbers in 2024

Number of staff

3,767

Number of training
opportunities

5,524

Number of new
hires

394

Retention rate

86.53%

Saudization
rate

92.55%

Number of different
courses conducted

354



Strategic Goals and Milestones

Over the past year, the HR division concentrated on establishing an environment that encourages success for both individuals and teams. This focus fostered a culture marked by productivity, commitment, and innovation, while promoting continuous development and progression for all employees.

In pursuit of these objectives, HR successfully placed a strong emphasis on employee retention and performance-based rewards. By launching high-potential leadership development programs, the team worked diligently to enhance engagement levels, improve training quality, and cultivate a caring, open culture across the organization

These efforts not only supported the bank’s growth ambitions and innovative strategies but also built the necessary capabilities to execute the bank’s strategic objectives, enhancing both customer experience and employee productivity.

Empowering Growth and Shareholder Value

Aligned with Vision 2030, HR has promoted initiatives like the Hafez Saving Program and made significant strides in Saudization plans. HR has invested heavily in developing Saudi employees, ensuring clear career progression opportunities that empower effectiveness and efficiency. This commitment to a performance-based environment drives tangible results, higher engagement, and improved retention. By focusing on these initiatives, HR adds substantial value for shareholders, reinforcing the bank’s strategic positioning and long-term sustainability.

Innovating People Practices through Technology

Service delivery to internal customers has been significantly enhanced by the adoption of innovative technologies. The HR team implemented a remote work system that adapts to modern working practices and streamlined operations through enhanced HR process automation. Launching a mobile application for HR services increased accessibility and responsiveness, while the use of an ERP system optimized the recruitment process. Additionally, comprehensive HR dashboards and detailed reports for Executive Vice Presidents have improved strategic decision-making.

These technological advancements have improved efficiency, satisfaction, and agility within the HR function, directly benefiting the entire organization.

Cultivating Talent

Human Resources has implemented several advanced development programs, including the Advanced Leadership, Advanced Ambassadors, and Technical Ambassador programs. These initiatives are complemented by Technical Skills Development Programs, the Albilad Future Program, which offers rotation-based job training, and executive development opportunities at premier business schools. A comprehensive training calendar for 2025 is set to further guide professional growth.

Employee engagement is fostered through regular surveys that capture the voice of the workforce. By studying survey outcomes and planning targeted initiatives, HR implemented 26 new actions based on feedback, addressing employee concerns and reinforcing a supportive work culture. This approach emphasizes well-being, recognition, flexible work options, and financial incentives, all contributing to heightened satisfaction and commitment across the bank.

Tech Highlights

- Remote Work System Implementation
- HR Process Automation
- New Mobile Application for HR Services
- Advanced HR Dashboards and Reports

Investing in Our Future

A notable highlight for the HR this year has been the strategic investment in learning and development, reflecting a deep commitment to nurturing talent and fostering a culture of excellence. Looking forward, HR has outlined ambitious strategic goals for 2025 in its annual plan, focusing on sustaining momentum in employee development, driving engagement, and continuing alignment with the bank’s overarching strategy.

The Human Resources empowers Bank Albilad’s workforce, laying a robust foundation for sustainable growth and positioning the bank as an exemplary workplace for years to come.