

## Standard Chartered Announces CEO Service Award Winner for the month of May

*Internal monthly programme rewarding employees displaying excellence in service at the Bank in Bahrain*

**Manama, Bahrain, 11 June 2013** - Standard Chartered Bank recently announced the winner of the CEO Service Award for the month of May. Bahraini national, Sayed Jalal Jameel Al Sharaf, an agent at the Bank's 24-hour Call Centre who went beyond the call of duty after working hours, received his award at an internal ceremony in the Bank's Headquarters in Manama.

The CEO Service Award was launched last month with the objective of recognizing employees in Standard Chartered Bahrain who provide and deliver excellence in service for internal customers (those who display excellent customer service when they serve any Bank staff member, colleagues, other departments, stakeholders, etc.); excellence in service for external customers (those who display excellent customer service when they serve Bank customers and clients); and excellence in community service (those who make sure they give back to the community through volunteering for charity, fund raising..etc).

**Commenting on Sayed Jalal Al Sharaf winning the CEO Service Award for May, Hassan Jarrar, CEO of Standard Chartered Bahrain said,** 'with this programme, the true hidden and unsung heroes have their names proposed by their managers and their colleagues. It's not about the team that delivers the most money, or the person who works the longest hours, it's about the individual who best demonstrates excellence in customer service through their behaviour and actions especially when he/she goes the extra mile. I would like to congratulate Sayed Jalal for a well deserved win and I encourage the team to continue nominating their colleagues and recognising their hard work.'

In addition to a financial reward, winners of the monthly CEO Service Award programme receive an array of incentives and benefits which include exposures to the senior team in Bahrain and international network of the Bank.

At the end of each month, employees get to nominate themselves and/or their colleagues, whether or not they work in the same department. Contracted employees such as maintenance and security team members are also eligible to be nominated for the Award. Names and application forms describing specific incidents displaying excellence in customer service are sent to [ceo.service@sc.com](mailto:ceo.service@sc.com). A seven-member Selection Committee comprising of 3 members of the Management Committee and 4 members of the general staff evaluate all application forms and vote on names that get shortlisted based on specific customer service incidents.

The CEO Service Award winner for the month of April was Bahraini, Asghar Haji, Operational Risk Manager at the Origination of Client Coverage who was recognized for his excellence in internal customer service with other colleagues and departments within the Bank.

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