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DCV Registros makes the ARA program available to all its employees

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In May 2012 the new ARA Program began to be provided: Organization, Clients and Regulation of DCV Registros (DCVR), intended for all its employees. Planned with 105 hours, this course will be completed in August of this year and its principle objective is to cover a series of needs of DCVR employees in terms of better understanding of how their specific tasks and each of the areas belong in contributing to the overall achievement of service delivery to clients.

DCVR Service Manager, Claudio Garin, said "to carry out this project we are working together with the Personnel Management Division in order to develop a training program that would be a breakthrough because of its content and the workflow proposed". In this respect, he mentioned that "the collaborators registered in the various courses that we had profiled according to their capabilities and that we deemed necessary to perform the tasks involved in their positions; the company provided the feasibility, but it was the staff who undoubtedly validated this opportunity, combining working and personal time to participate in this project".

To make this possible, DCV sought the support of an expert entity, such as DUOC UC, in order to furnish the program with a discipline and academic structure of excellence. The courses were completed in the classrooms of this educational entity on Tuesday and Thursday afternoons, with the participation of teachers from DUOC UC and other lecturers of the company, who due to the extent of their knowledge of the business were essential to impart the material.

For Garin, "it is very important that each collaborator understands his contribution to a task, which is the grain of sand they provide in the value chain comprising a service of excellence, as it is often difficult to see. A task can be carried out on a daily basis, such as approving a transaction, but most of the time people don't understand, or are not fully aware, of what is behind each task; they don't know the thoroughness, the compliance with formality or eventually, the understanding that the task being performed may have an impact on a regulatory or risk issue, for example. It is essential to make them aware of the significance, and that they know that the role that each of them fulfills is very relevant".

The program is organized in 9 courses that consider: regulatory and legal issues, customer service models, team work techniques, foundations of business ethics, stress management techniques, capital markets, the ethics applied to DCV Registros, the ARA customer service and general tax-based aspects of the capital market in Chile. The DCVR Service Manager added "we also needed to encourage collaboration among the various areas, explaining that my time has an impact on the other's ability to act in order to comply with specific terms or conditions. This was not always understood and therefore, there was some friction to overcome".

With the 53 students already registered in the various courses, plus other potential students in 2013, the training will be given to over 90% of the employees that can be trained.

Claudio Garin says that "the evaluation upon the completion of the first program cycle is very positive. The staff have

With the objective of acquiring and sharing specific knowledge of the shareholders registry management business, DCVR Service Management together with the Personnel Management Division developed a program especially designed for the employees of this area.



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extended their view with regard to what DCV and DCVR are within the capital market, and how each of the areas comprising the latter has a clear role in terms of the final product, which is to deliver a service of excellence to our clients complying with the entire regulatory framework that governs this activity, and finally, a better understanding and appreciation of the personal contribution to this value chain”.

■ ■ ■ Experiences of the attendees to the courses

Elizabeth Pinochet – DCVR Assistant “To me, the course has been great, it helps to reignite what you do day to day, it was like an injection, an incentive to continue working and better. Furthermore, the methodology used by the teacher was highly motivating. It lasted 3 days and it felt short”.

Tania Bañados – Treasury Analyst. “It was good because there were issues I didn’t know because I used to work in DCV which was different from DCVR. The teachers’ contribution was good because it was applicable to the methodology of the company. And the other courses were very assertive since they reinforced the soft skills and this was great”.

Silvio Carrasco – Ratifier. “The truth is I liked all the courses I took. It has been a reminder of what we need to know, and though it is within our work, it is always good to be reminded. The other thing that I liked very much was the number of coworkers that participated, as we improved the internal communication among ourselves, regardless of our positions in the company. To me it was essential”.

Sandra Tapia – Head of Shareholders Service Area. “We have senior people who know many subjects and at the same time, new people who know very little, so we tried to even out everyone, which was of great help in terms of knowledge because we are strictly regulated as everything we do here is governed by the Corporations Regulation, and if you are not updating yourself continuously you make mistakes. So it helped to update and even out our knowledge.”

“We also had some stress management and team work courses which were really important because here we work under a lot of pressure, so they also helped us notice when we have some indications, how to address some complicated situations, etc.”.

Daniela Retamal – Shareholders Service Executive. “This course helped us to deal better with more complex situations. I feel better prepared and personally, despite the sacrifice and living so far, it was completely worth it. I have children and I live between Quilicura and Lampa, so I arrived home late, but the courses were interesting and I felt motivated to participate”.



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