

PREMIUMTRUST BANK

CORPORATE SERVICES GROUP

(Protocol, Fleet & Logistic)

STANDARD OPERATING PROCEDURE MANUAL

INTERNAL USE ONLY

Document Review Page

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INTRODUCTION

The Corporate Services Group provides critical internal support for the efficient functioning of PremiumTrust Bank's Head Office and branches. It is responsible for best practices in managing procurement, facilities, security, maintenance, fleet management, travels, and other support services.

- Procurement & Vendor Management
- Protocol, Fleet & Logistics
- Facility Management & Branch Development
- Security

OBJECTIVES OF THE CORPORATE SERVICES GROUP

- Ensure efficient development/ implementation of a procurement plan and strategies to facilitate contractor/ supplier evaluation and selection.
- Maintain a database of approved contractors/ vendors/ suppliers.

- Manage the relationship between Premium Trust Bank and its various contractors/ suppliers including issue resolution, receipt of goods and invoice processing.
- Administer an efficient contract management system.
- Deploy leading procurement practices in its operations to ensure synergy, optimization and cost savings.
- Ensure efficient operational services to support business operations

INTERNAL CUSTOMERS: All units within the bank and branches

EXTERNAL CUSTOMERS: All vendors of the bank

PURPOSE AND APPLICABILITY

The procedures are specified and documented under the following broad functions:

Protocol, Fleet & Logistics

- i. Protocol
- ii. Fleet Management (Fuel Management, Document Renewal for Status Vehicles,
Status Vehicle Routine Maintenance / Repair)
- iii. Mail Management
- iv. Travel and Logistics

Protocol, Fleet & Logistics

i. Protocol

1. Request for protocol service come with phone calls or through the PAs to the EXCO member.
2. Protocol officer purchase ticket and contact the branch at the destination to make arrangement for hotel accommodation and driver.
3. There is a car attached to the Protocol Service unit 24/7 to enhance the logistics.

ii. Fleet Management - Fuel Management

1. Fuel Replenishment-Vehicles (Executive Management and Pool) will be eligible for re-fueling based on mileage covered
2. Receive fuel replenishment request from driver

3. Issue a voucher/ provide fuel card to the driver to re-fuel at designated fuel station or give the driver cash for fuel purchase
4. Receive the fuel purchase receipt or obtain the monthly invoice from fuel station and match with voucher copies/ account statement
5. Verify accuracy. If not okay resolve discrepancies with fuel station. If okay process invoice for approval and payment.
6. Deliver verified invoice to Group Head Corporate Services for payment approval. Receive verified invoice from officer. Review and approve for final payment at month end.

- **Documents Renewal for Pool / Status Vehicles**

1. Review vehicle log and identify vehicles documents due for renewal
2. The Fleet Team must have a vehicle file for each vehicle which details key information about the cars including vehicle brand and model, registration number, registration/ insurance documents (type and expiry date), maintenance/ repair history et cetera.
3. Confirm cost of renewal from appropriate renewal agency
4. Renew documents that are due and go to next step.
5. Process payment
6. Review to confirm that the documents have been renewed. Update details of renewal in the vehicle log.
7. Deliver / renewed documents to users.

- **Pool / Status Vehicle Routine Maintenance** 1. Review vehicle logbook/file to identify vehicles due for maintenance (**The vehicle file details information about the company's vehicle fleet including: brand and model, registration number, registration/ insurance documents (type and expiry date), maintenance/ repair history, vendor information etc.)** 2. Notify vendors as scheduled maintenance dates approach and confirm date for service. (**Only approved maintenance vendors shall be contacted for maintenance services. They shall be identified from the vendor database.**)

3. Except for vehicles that are maintained by Supplier i.e. vehicles with free maintenance or high-end vehicles to be maintained by authorized dealers (e.g. BMW, Mercedes)
4. Present vendors rates to Group Head, Corporate Services for price negotiation where applicable.
5. Receive vendor's rate
6. Negotiate cost of maintenance with vendor
7. Document negotiated costs to be used for onward implementation
8. On scheduled date, arrange for the vehicle to be delivered to vehicle workshop for maintenance work.
9. Upon satisfactory maintenance work, receive payment invoice based on agreed cost
10. Initiate payment request for approval and payment
11. Validate that the scheduled maintenance is performed satisfactorily and in line with the schedule. Approve payment request and ensure it is processed.

- **Pool / Status Vehicle Repair**

1. Receive notification for vehicle repair from driver. Validate repair request. Identify appropriate vehicle repair vendor from vehicle log. Contact vehicle repair vendor to diagnose the car fault.

Note: Where necessary, the driver may need to take the car to the vehicle workshop. Where repair is major and requires activation of insurance, initiate claims for repair to insurance company e.g. accident

2. Receive repair quotation from vendor and negotiate the cost
3. Initiate payment for non-insurance related repairs based on received invoice

4. For insurance related repairs (mainly accidents),
5. ensure documentation is sent to insurance company and follow through to ensure that the insurance company pays for the repair.
6. Confirm that repair work is done satisfactorily.
7. Update vehicle file. Approve updates to vehicle file to ensure complete and timely resolution of all reported repair issues.

iii. Mail Management

1. Received mails shall be sorted in the mailroom readiness for dispatch to the different units.
2. Mails shall be delivered as appropriate by the dispatch officer to the different units and such mail shall be signed for by the recipient
3. Mails shall be delivered as appropriate by the dispatcher to the different units and such mail shall be signed for by the recipient for units that are operating from the office.
4. For private and confidential mail — Unclaimed mails shall be sent to the Group Head Corporate Services
5. For non-private mail – Deliver mail to the relevant unit with sign off by receiving staff
6. Send mail register to Group Head Corporate Services or designate for review on a weekly basis
7. For external mails to be delivered domestically or upcountry, the courier company will be notified to pick up the mail, deliver and return the delivery confirmation notice.
8. The mail must be registered before given to the courier company for dispatch

iv. Travel and Logistics

1. Receive approved (Unit head/supervisor or designate for local travels or foreign travels) travel request from staff.
2. Review travel request to determine travel requirement and cost implications. Identify whether intended travel is local or international.
3. Book flight ticket by sending requests to all registered agents in the Bank's vendor data base.

4. Select fare based on agent with least fare. Exception to this must be approved by Group, Head Corporate Services.
5. Option cost approval
6. Notify travel agent to book flight ticket (as required).
7. Receive booking from Agent. Send booking to requesting staff for confirmation of flight details.
8. Receive confirmation and ask ticketing agent to issue ticket.
9. Receive ticket and send to requesting staff.
10. Initiate payment for the ticket. Confirm amount paid is as agreed with the ticketing agent.

