

Table of Content

1. Introduction
2. About the Bank
3. Organizational Structure of The Bank
4. Conditions of Employment
5. Dress Code Policy
6. Terms and Conditions of Service
7. Cessation of Appointment
8. Compensation and Benefit Management
9. Loan Management
10. The Bank's Disciplinary Process & Procedure
11. Miscellaneous
12. Employee Handbook And 'At Will' Employee Status

1.0 INTRODUCTION

1.1 About Our Employee Handbook

The PremiumTrust Bank Employee Handbook has been established to provide rules and guidelines about our policies and practices. The Employee Handbook and its contents form part of the contract of employment and/or service between you (an employee, an important member of the team) and PremiumTrust Bank. These people policies are based on the Bank's workforce strategy, which is in turn derived from our corporate strategy/core ideology. As a PremiumTrust Bank employee, you are therefore very critical to the success of the Bank.

This Handbook makes available at your fingertips, basic information regarding our employee policies, benefits, programs, and services, as well as the organization's expectations of the staff. Please note that the interpretation and day-to-day implementation of the policies spelt out in this handbook are the responsibility of People Management Group.

Kindly contact the People Management Group for further inquiries or clarification on people issues.

2.0 ABOUT YOUR BANK

2.1 Our Corporate Philosophy

Premium Trust Bank is a financial institution that provides innovative solutions which impact customers and their communities, so they can make a positive difference in the world around them.

We are committed to redefining what it truly means to deliberately create a great place to work, enabling employees to contribute meaningfully to the workplace and co-creating solutions for themselves, their customers, and communities.

2.2 Our Vision

"To be the Bank of First Preference"

- Preferred Banker by customers
- Preferred employer to our employees
- Preferred Investment to our investors
- Preferred Organization to our regulators

2.3 Our Mission

"To deliver novel solutions through Innovation, Technology, and Premium Services"

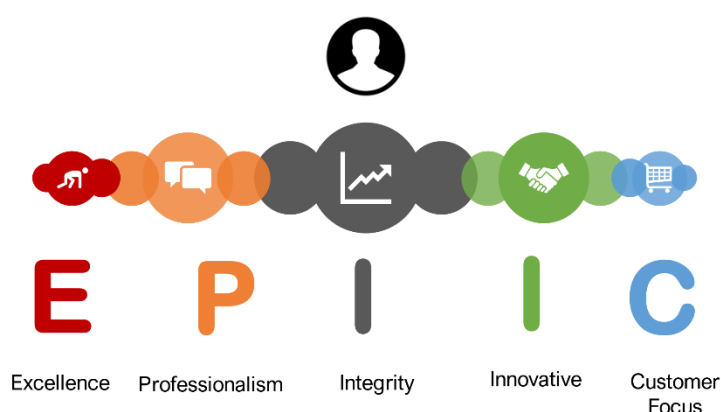
"We...

- Leverage Technology to deliver innovative solutions through premium services that enhance customers'

2.4 Our Core Values “I – CCLASE”

- **Integrity:** The quality of being honest and having strong moral principles that you refuse to change
- **Creativity:** The ability to produce or use original and unusual ideas.
- **Continuous Learning:** Ongoing, voluntary, and self-motivated pursuit of knowledge
- **Adroitness:** The quality of being skillful and quick in thinking and movement
- **Service Excellence:** Ability to consistently meet and surpass customers' expectations.

The PremiumTrust Person Profile



2.5 Our Behavioural Codes

- **Discipline** – Self Control (un-enforced control, flowing from within. Hence, discipline is spontaneous and not a mere submission to authority in an obedient manner)
- **Professionalism** – Premium at all things
- **Ethical** - Honesty, Integrity, and Trust
- **Service Focused** - Driving efficiency and effectiveness for both internal and external customers
- **Mutual Respect** – Treat others the way you want to be treated
- **Excellence** - Going above and beyond, always exceeding expectations
- **Tenacity** - Persistence, firmness, drive
- **Performance Driven** – High-performance work system
- **Learning** - Institutional learning
- **Leadership** - Leading to serve, leading by example
- **Innovation** - True innovation
- **Purposeful** – Impacting the lives of others
- **Camaraderie** - Loyalty, warmth, friendly, teamwork
- **Humility** – Respectability, and genuine gratitude.
- **Courage** – Adaptability, Resilience, truthfulness. (Not the absence of fear but the ability to keep going no matter what)

3.0 ORGANIZATIONAL STRUCTURE OF THE BANK

The Board of Directors is the highest policy-making body of the Bank. The Managing Director, who is also the Chief Executive Officer, is responsible for the day-to-day management of the Bank as well as the implementation of Board policies. He is also directly responsible for supervising the activities of the following functions

- Executive Director, Specialized Banking
- Executive Director, Digital, Transaction Banking & Prepositions
- Chief Operating Officer
- Chief Business Officer (Lagos & South/West Directorate)
- Chief Business Officer (South/South Directorate)
- Chief Business Officer (Abuja Directorate)
- Chief People officer
- Chief Risk Officer
- Group Head, Treasury & Financial Institutions
- Company Secretariat/ Chief Legal Counsel
- Financial Controller
- Chief Audit Officer
- Chief Information Security Officer
- GH Corporate Service

The organizational structure of the Bank may change from time to time in response to identified environmental factors, market forces, and customer needs. See the Bank's current organizational chart for details of the organizational structure.

3.1 The Bank's Obligations

- i. To provide a friendly, inspiring, and conducive working environment that will facilitate optimum productivity and ensure a higher level of quality output.
- ii. To give fair consideration to and equal opportunity in; the employment and promotion of individuals primarily based on qualification and merit, irrespective of gender, age, religion, or ethnic origin.
- iii. To help employees maintain good health and provide medical care for their immediate family within limits approved by the Executive Management and the Board of Directors from time to time.
- iv. To provide, as much as practicable, the best opportunity for its employees to improve their professional careers through on-the-job training, training/seminars, self-development activities, and future job performance.
- v. To ensure a reward system that is fair and performance-oriented.
- vi. To communicate freely with all employees.
- vii. To comply with the Labour Laws of the Federation as minimum standards on people management matters.

3.2 Your Obligations as An Employee

- i. To apply good judgment in the delivery of roles and responsibilities and maintain good conduct at all times.
- ii. To constantly endeavor to optimize resources, especially time, and avoid any action likely to impede the work.

- iii. To take personal care of all the Bank's property and amenities provided for your use and the use of others within your control.
- iv. To proffer constructive suggestions for the improvement of products, policies, processes, and procedures that will enhance the Bank's business and make a positive impact on the efficiency of working conditions.
- v. To sincerely and actively endeavor to co-operate and establish friendly relations with fellow employees and the management as well as faithfully carry out instructions.
- vi. To remain loyal to the Bank at all times; not to engage in any other employment outside the Bank and to completely avoid any situation that suggests or may be deemed as a conflict of interest.
- vii. To diligently discharge assigned duties, serve with integrity and uphold the Bank's code of ethics.
- viii. To be a good ambassador of PremiumTrust Bank, promoting its values and businesses, and desist from acts or conducts capable of damaging the Bank's business, reputation, and goodwill.

4.0 CONDITIONS OF EMPLOYMENT

PremiumTrust Bank has codes of conduct, and every employee is expected to observe and adhere to them. They apply to all categories of employees of the Bank.

Some of the laid down rules are as follows:

4.1 Attendance at Work

The Bank operates a 40-Hour week schedule over the five-day working week as follows:

- Branch Staff (Mondays – Fridays) – 8:00am – 5:00pm
- Others (Mondays – Fridays) - 8:00am – 5:00pm
- You are expected to be at your desk by the official opening time
- Incessant lateness to work without a satisfactory explanation attracts a disciplinary sanction.
- Absence without approved leave attracts one-day pay forfeiture for each day you are absent accompanied with a warning letter.
- If you are absent from work for three consecutive days without permission or a tenable excuse, it will lead to the termination of your appointment with the Bank as this is deemed as an abandonment of duty
- You are allowed one hour for a lunch break between 12:00noon and 3:00pm; in the spirit of teamwork, you are required to inform your supervisor and/or colleagues before leaving your workstation or the Bank's premises.

4.2 Absence from Duty Without Permission

If you are unable to report to duty due to unforeseen circumstances, you are to inform your supervisor within 24 hours of your absence from work either through a phone call or any other generally acceptable means of communication.

If your absence from work is due to illness, you would need to bring a medical certificate signed by a medical practitioner of a reputable medical institution.

4.3 **Public Holidays**

The Bank observes public holidays declared by the Federal Government. Branches may also observe public holidays declared by the State Governments where they are located.

Details of applicable policies on Public Holidays are communicated by the People Management Group.

If you have to come to work on a Public Holiday, your supervisor must approve, and this must be referenced in the Off-Hours Attendance Register.

4.4 **Comportment/ Ethics**

While on the Bank's premises, you must not:

- Consume alcoholic drinks
- Smoke cigarettes, cigars, etc.
- Consume hard drugs and other narcotics
- Gamble/ Bet in any way or form
- Eat in the Open Office
- Fight while on duty
- Sleep while on duty
- Dress unprofessionally
- Cause disorder or impede the work of other employees
- Use violence, threaten or intimidate fellow employees
- Share information bank-wide or to none affected employees without *authorization*
- Engage in any act or conduct, which in the opinion of management is inimical to the interest and image of PremiumTrust Bank
- Engage in any business or commercial activities other than that of the Bank.

4.5 **Benefits from Transactions**

You are not expected to benefit from any official transaction between the Bank and its customers. Such transactions include but are not limited to advances, loans, or credit facilities granted by the Bank.

You will also not receive, consent or agree to receive any gift, commission, employment, service, gratuity, money, property, or thing of value for either your personal benefit/advantage or for any of your relations for facilitating such transactions.

Further details can be found in the 'Code of Professional Conduct & Ethics Policy'

4.6 **Conflict of Interest**

- You shall not put yourself in a situation or engage in an act that makes your personal interest conflict with that of the Bank.
- You should not be engaged in any other business or vocation, which will conflict or be prejudicial to the interest of the Bank.
- You will be required to disclose all businesses and personal relationships involving PremiumTrust Bank using the Online Disclosure Form.

- While it is not the Bank's intention to stifle any business interests you may have, it reserves the right to ensure that such pursuits are not prejudicial to its interests.

4.7 Use of Bank's Assets and Documents

- You shall be allowed to use the Bank's assets as stated in the bank's assets management policy.
- You will not use the Bank's name or official documents and stationery (e.g. letter-headed papers, official envelopes, etc.) for private purposes.
- You are responsible for actions taken in your individual capacity and this must not be misconstrued as an action taken by or on behalf of the Bank.
- You would be summoned before a Disciplinary Committee if you act in breach of any/all of the above.

4.8 Press Interview/Publications

- You should not grant a press interview or publish an article or book in which there is a reference to the Bank's affairs or business, without prior written approval from the Bank.
- Such material should be submitted to the Chief People Officer and the Chief Marketing Officer in draft for scrutiny before publication.

4.9 Unauthorized Meetings

You should not hold unauthorized meetings on the Bank's premises. If you hold or authorize any of such meetings, you will be liable for disciplinary action.

4.10 Sexual Harassment

- The Bank is committed to providing a safe and healthy workplace free of all forms of harassment including sexual harassment.
- In a bid to ensure that employees do not operate in a hostile environment, we have zero tolerance for any act of sexual harassment. If you are found guilty of any acts of sexual harassment you would be subject to severe disciplinary action.
- If you find yourself or your colleague being a victim of sexual harassment, kindly report to your supervisor immediately. If you are uncomfortable discussing the issue with your supervisor, you may contact your Group Head, Divisional Head, the Chief People Officer, or People Management Group or use the Bank's Whistleblowing App.
- Supervisors who are informed of alleged sexual harassment activities occurring within the Bank must in conjunction with the Chief People Officer immediately conduct a confidential investigation of the circumstances and ensure culpable officers are disciplined appropriately.
- It is misconduct to suppress a report of alleged sexual harassment.

4.11 Bullying and Intimidation

At PremiumTrust Bank, we prohibit bullying and intimidation. You should escalate genuine cases to your supervisor, Divisional Head, the Chief People Officer, People Management Group, or use the Bank's Whistleblowing App.

4.13 Merchandising on Bank Premises

PremiumTrust Bank is a financial service organization. Employees who wish to merchandise goods and services on the Bank's premises must seek the People's Management Group's written permission. It is important to note that this must not interfere with your primary duties, and the trade must not be incompatible with the Bank's values, services, and products.

4.14 Whistle-Blowing

If you observe any wrongdoing act, it is your duty to either report to your supervisor, Group Head, Chief People Officer, or the People Management Group or use the Bank's Whistle-blowing Channels. Management will treat such reports with confidentiality and provide necessary protection from retaliation for officers who blow the whistle.

Not reporting any of the acts mentioned above is considered a "Conspiracy of Silence and is viewed as an acceptance of the act and constitutes a major offense.

Employees who make false complaints in bad faith may be subject to disciplinary action, up to and including termination of employment. All employees must cooperate with all investigations pursuant to this policy.

Further details can be found in the 'Whistleblowing Policy.'

4.15 Political Activities

The Bank recognizes your right as an individual to participate in political activities. However, you should exercise such rights only in your private time, without compromising the Bank's position. If you wish to run for political office, you would be required to disengage from the services of the Bank to fulfill your aspirations.

5.0 DRESS CODE POLICY

At PremiumTrust we believe that our dressing should be professional and premium. We expect our male and female employees to dress corporately on Mondays to Thursdays and enjoy business casual on Fridays.

5.1 Male Employees

5.1.1 Mondays to Thursdays (Corporate Wears only)

- Three (3) piece suits
 - Dark colours – Black, Navy blue, light and dark Grey
 - Stripes or patterns should be thin and light – pinstripes
- Shirts
 - Only White shirts are allowed
- Shoes
 - Shoes will be only in two colours – black or dark brown
 - Shoes can either be laced or buckled
 - Loafers, half shoes, or Sandals are NOT allowed
- Belts

- Belts will be only in two colours – black or brown and must match the shoe colours
- Ties
 - Colourful tie



5.1.2 **Fridays (Business Casual – Branded shirt on jeans)**

- Jackets / Blazers
 - Dark colours in Black, Brown, Navy blue, light and dark Grey
 - Stripes or patterns should be thin and light – pinstripes
- Trousers
 - Chinos and normal trousers/pants in colours such as black, blue, brown, and ash (in all shades)
 - Jeans can be worn in two colours only - Blue or black
 - Torn jeans, bleached jeans, and frays are not allowed
- Shirts
 - Short or long sleeves, properly tucked in.
 - Casual shirts include shirts, sweaters, golf-type shirts, and turtlenecks in any colour.
 - Branded T-shirts can be worn on Fridays or other approved days
- Native
 - Plain coloured and smart native wears can be worn on Fridays.
 - Ankara or tie/dye materials are NOT allowed
- Shoes
 - Normal corporate shoes or any type of covered shoes can be worn.

5.1.3 **Personal Grooming**

- Ensure to wear clothes that fit your size perfectly.
- Avoid wearing strong perfume/scents/aftershaves.
- Always ensure that shoes are clean and well-polished.

- Ensure hair is properly cut and styled. Dreadlocks, braided, drawings, and tints are NOT allowed.
- Have a clean shave or a properly trimmed beard always. No tints are allowed.
- Avoid wearing neon or flashy coloured attires.

5.2 Female Employees

5.2.1 Mondays to Thursdays (Corporate Wears only)

- Suits
 - Dark colours – Black, Brown, Burgundy, Royal blue, Navy blue, light and dark Grey
 - Suits can be worn with skirts, trousers or a dress
 - Suit jackets can be long sleeves or short sleeves
- Shirts
 - Acceptable colours are light green, lilac, red, grey, baby pink, sky blue, white, black, wine, orange, peach and purple.
 - Camisoles should always be worn with a jacket
- Shoes
 - Acceptable colours are Black, Navy Blue, Grey, Brown, Green Nude Brown, and Burgundy. Bright coloured shoes are prohibited.
 - Leather, patent, and suede shoes are acceptable. Slingbacks and peep toes are also allowed.

5.2.2 Fridays (Business Casual – Branded shirt on jeans)

- Shirts / Jackets
 - Shirts and jackets can be worn in any colours
 - Trousers / Skirts
 - Trousers and skirts in any colours are allowed
 - Blue jeans are only allowed to be worn with branded shirts.
 - Torn jeans, bleached jeans, and frays are not allowed
- Dresses
 - Dresses can be worn in any colour.
 - Dresses worn without jackets MUST be short, elbow-length, or long sleeves.
 - No sleeveless dresses are allowed.
- Native Wears
 - Plain coloured and smart native wears can be worn on Fridays.
 - Ankara wears are also allowed.
- Shoe
 - Normal corporate shoes or any type of shoes can be worn.



6.0 TERMS AND CONDITIONS OF SERVICE

6.1 Appointments

PremiumTrust seeks to fill vacant positions by sourcing from within where possible. It is our policy to base appointments/promotions into vacant positions primarily on merit and suitability.

You and all core PremiumTrust Bank employees have been employed on a full-time basis. Full-time employment with the Bank is classified as follows:

- a) Permanent
- b) Probationary

6.1.1 Probation and Confirmation

All newly recruited employees are required to go through a mandatory six-month period of probation before the confirmation of their employment. Upon assumption of duties with the Bank, the Talent Acquisition Team in the People Management Group will give you a copy of your Job Description (JD)/Target.

These JDs/Targets will give you a summary of your job functions and responsibilities/Targets. You will also be given tasks and targets which would be agreed upon between yourself and your supervisors. This will serve as the yardstick for measuring performance during the probation period.

Your appointment may be confirmed if, after the probation period, you meet the relevant parameters. The under-listed are some other documents that must be received by the People Management Group to fulfill the confirmation requirements:

1. Character references (from persons other than relatives)

These individuals can be:

- Bankers not below Assistant Manager level.
- Public Servants not below Level 09.
- Medical Doctors in reputable hospitals.
- Practicing Lawyers duly called to the bar.
- Members of duly recognized Professional bodies.
- Others as deemed fit by the organization

Please note: As an employee, you are not allowed to give reference to a prospective employee of the Bank. This does not in any way prevent you from introducing potential candidates.

2. Positive certificate verification.
3. Positive Address verification
4. Previous employer's reference (for employees who have had previous work experience).
5. Clearance from the Central Bank of Nigeria.
6. Health clearance

Management Trainee (MT) will go through 1 year period of probation before their conversion to Executive Trainee (ET) which will be based on achieving agreed KPIs.

6.2 Transfer and Deployment

At PremiumTrust Bank, we are committed to retaining the best talent, we encourage our employees to aspire for greater and more challenging roles and responsibilities within the Bank by applying for Internal vacancies. Transfer and movement of employees are considered vital to the Bank's growth and an avenue to enhance employee skills.

Redeployment within the bank constitutes of;

6.2.1 Transfer

You may be reassigned by the Bank to any of its offices within Nigeria based on business exigencies.

It is a condition of employment that an employee may be transferred to any of its offices in Nigeria.

Transfers may be at the Bank's instance or the employee's and may be temporary or permanent.

Permanent Transfer:

This is a transfer exceeding a period of twelve (12) consecutive months.

Temporary Transfer:

This is a transfer not exceeding a period of twelve (12) consecutive months.

6.2.2 Redeployment

Redeployment is a permanent transfer of an employee either at the instance of the bank or the employee from one geographical location or business/directorate to the other.

7.0 CESSATION OF APPOINTMENT

7.1 General

Your contract with the Bank would cease under, but not limited to, the following circumstances stated in the sub-clauses below.

The Bank reserves the right to set off any outstanding amounts that you owe the bank against any terminal benefits due to you.

7.2 Resignation

Should you desire to resign your employment with the Bank, you would be required to give a notice period as follows (unless otherwise provided in your contract of employment):

Unconfirmed employees	Two (2) weeks or payment of the equivalent amount of basic salary in lieu of notice or as specified in the offer of employment letter.
Confirmed employees:	
Below Manager cadre	One (1) month or payment of One (1) month's basic salary in lieu of notice.
Manager to Assistant General Manager	Two (2) months or payment of two (2) months' basic salary in lieu of notice.
Deputy General Manager to Executive Director	Three (3) months or payment of three (3) months' basic salary in lieu of notice

You will be required to complete the Exit Clearance process as well as an Exit interview with the People Management Group.

The Bank has the right to withhold your ex-employer reference if you are:

- Indebted to the Bank
- Suspected of being involved in an incidence under investigation

When disengaging from the services of the Bank, you will be required to hand over all the Bank's properties in your possession including your identity card to your Supervisor or the People Management Group.

Employees leaving the Bank must settle all indebtedness to the Bank or make such arrangements for the settlement acceptable to the Bank.

7.3 Termination

The Bank may terminate your contract of employment in accordance with the terms of your contract of employment. The Bank will normally terminate by giving you payment in lieu of notice. Unless otherwise provided in your contract of employment, the requisite notice/payment in lieu of notice shall be as provided in Clause 7.2 above (Resignation).

Upon termination of employment, you will be required to hand over all the Bank's properties in your possession including your Identity Card to your supervisor or the People Management Group. Employees must also settle all indebtedness to the Bank. The Bank reserves the right to set off your indebtedness to it against terminal benefits due to you if any

7.4 Summary Dismissal

If you have committed any offense considered as gross misconduct by the Bank, or in breach of certain provisions as articulated in the Bank's Code of Ethical Conduct and Centralized Disciplinary Process & Sanction Grid in respect of which you are unable to satisfactorily exonerate yourself after being given an opportunity to do so, you shall be liable to summary dismissal.

This prerogative would be exercised by the Bank whether you are on probation or confirmed, and notwithstanding any other provisions in your employment contract. If this happens you may only receive your salary up to the date of dismissal and forfeit any other legitimate entitlements due to you.

Gross misconduct refers to acts or conducts which undermine the relationship of trust and confidence between employer and employee, including but not limited to a grave breach of the Bank's Code of Conduct, and Standard Operating Procedures.

7.4.1 Some Other Grounds for Summary Dismissal Include:

- i. Disobedience to a lawful order, which negates the "essential conditions of the contract of service".
- ii. Vulgarity and Indecency.
- iii. Professional misconduct resulting in expulsion from the membership of one's profession e.g. the expulsion of a Financial Officer from the membership of the Institute of Chartered Accountants may necessitate a summary dismissal by the Bank.
- iv. Conflict of interest.
- v. Fight with colleagues or customers.
- vi. Gross insubordination.
- vii. Consumption of alcohol or narcotics at work or during work hours.
- viii. Sexual harassment
- ix. Bullying
- x. Deliberate or negligent misrepresentation of facts during the interview and recruitment process.
- xi. Holding of or permitting unauthorized meetings within the bank's premises.
- xii. Conducts, acts or comments that disparage or damage the Bank's services or products, reputation, or goodwill.
- xiii. Any other infraction or offense deemed as gross misconduct by the Bank.

7.5 Retirement from The Bank's Services

7.5.1 Normal Retirement

You shall retire from the Bank on the attainment of 60 years of age or after putting in 35 continuous years of service, whichever occurs first.

Upon retirement, you would be entitled to your full benefits after all deductions and indebtedness to the Bank have been settled.

7.5.2 Early Retirement

You may be allowed to retire before the prescribed retirement age of 60 years for reasons of poor health or at the instance of an Early Retirement request from the age of 55 and above.

Further details can be found in the Retirement Policy

7.6 Job Abandonment

As a responsible employee, the Bank expects that you will be regular in attendance. Absence from duty for three (3) working days without permission or any lawful excuse will be taken as an abandonment of duty and may lead to the termination of your employment with the Bank.

8.0 COMPENSATION AND BENEFIT MANAGEMENT

8.1 General

You will be duly notified of the salary system/structure that the Bank operates. In addition, the People Management Group will inform you of your current salary, its components, pay periods, and your grade.

You will subsequently be notified of any increments or changes in the salary structure/scale.

8.2 Offer Letter

All employees must receive a written offer of employment or Employee Contract or Contract of Employment in the form of a letter. The offer letter will contain information about the terms of employment including Job title, employee grade classification, remuneration, and other terms and conditions of employment.

The offer letter must be duly signed off by the Managing Director or any other authorized signatory. In accepting the offer made by the bank, new employees are expected to countersign the acceptance page and state their resumption dates.

8.3 Pay Day

As a policy, the Bank pays salaries on the 23rd day of each month. If the date falls on Saturday, Sunday, or a Public Holiday in any given month, salaries are paid on the next succeeding working day.

December pay day is on December 16th while the 13th month's salary is paid within the first week of December.

8.4 Statutory Deduction

The bank is professional and ethical in its salary administration and as a result, will deduct taxes and other statutory deductions in line with the relevant regulations applicable. The regulatory deduction includes the following;

1. PAYE tax
2. Pension contribution
3. National Housing Fund (NHF)
4. Industrial Training Fund (ITF) contribution
5. Nigeria Social Insurance Trust Fund (NSITF)

The last two are employer contributions only.

8.5 Benefits in Kind

To ensure that employees are well catered for and motivated, you have access to several welfare packages depending on your grade level.

Details should be referred to in the offer letter or the compensation policy.

8.5.1 Medicals

At PremiumTrust bank, we prioritize your health and safety which is why we have partnered with a variety of Health Maintenance Organizations (HMOs) that provide our employees access to health, dental, and vision insurance.

Please contact the People Management Group (Employee Services) for further details on the HMO benefit plans.

8.5.2 Club Subscriptions

- Senior Managers and above are eligible for one (1) club membership subject to a limit as determined by the People Management Group from time to time.
- The club(s) must provide networking opportunities and must have some form of intrinsic value to the Bank.
- Employees may also join recognized Health or Sports Club(s).

8.5.3 Professional Subscriptions

We encourage employees to obtain membership in relevant professional bodies. You may obtain the comprehensive list of Bank recognized/approved professional bodies from the People Management Group. This list may be amended periodically as Management considers appropriate.

The Bank would pay one (1) professional body annual subscription for employees within the ET and GM grade cadre. Annual subscription for student membership of professional bodies is not applicable.

Annual subscriptions for foreign-based professional bodies will only be paid where there is no equivalent professional body in Nigeria.

8.5.4 Group Insurance

All employees will be covered under the following insurance schemes:

- Employee Compensation Act 2010.
- Group Life Assurance.

You may contact the People Management Group for further details on this.

- i. Employee Compensation Act 2010 provides you with insurance cover in the event of injury or death arising in the course of employment. Managed by NSITF, the

Employee Compensation Scheme provides financial compensation for affected employees or their dependants as the case may be. As applications for compensation have strict timelines under the enabling Act, injuries or deaths arising in the course of employment must be reported to the affected employee's Line Managers and the People Management Department not later than 24 hours after the occurrence of the injury or death. Line Managers, upon being notified of such injury or death, must ensure that the People Management Department is duly notified. Your claims may be made in line with the provisions of the Act as follows:

- a) Permanent partial incapacity.
 - b) Permanent total incapacity.
 - c) Temporary incapacitation.
 - d) Fatal accident (i.e. death resulting from an accident).
- ii. Claims under the Group Life insurance will be paid to Beneficiaries stated in your personnel records.

8.5.5 Employee Assistance Program (EAP)

At PremiumTrust Bank we understand the importance of employee total wellness (ETW), which includes employee's mental health and emotional well-being. This is why at PremiumTrust Bank, we offer the Employee Assistance Program (EAP).

The EAP addresses issues such as stress, grief, family problems, psychological disorders, alcohol, or other substance abuse.

8.6 Leave Administration

All employees are notified of their annual leave entitlements in their offer letters, and these are based on their grade levels. An employee becomes eligible for annual leave and leave allowance (as contained in the offer letter) after the confirmation of his/her employment.

Leave can be taken at any time during the calendar year based on an annual leave roster prepared by each group/department at the beginning of the Bank's financial year.

All employees are encouraged to fully utilize their annual leave within the same financial year. Any outstanding leave days will not be deferred to the following financial year.

All outstanding days shall be written off and forfeited as the bank will not, at any time, convert your unutilized leave to cash.

At PremiumTrust there are eight (8) leave/vacation categories:

1. Annual/Casual Leave
2. Compassionate Leave
3. Maternity/ Paternity Leave/ Adoption Leave
4. Sick Leave
5. Medical Leave
6. Exam Leave
7. Study Leave
8. Leave of Absence

8.6.1 Annual Leave/Casual Leave

Once you are confirmed, you are entitled to a fully paid annual vacation for every completed twelve months of service. You must apply for your leave at least 2 weeks before the start date.

Depending on your grade, you are entitled to annual leave as stated below:

- a. Management Trainee - 15 working days
- b. Executive Trainee- Deputy Manager - 20 working days
- c. Manager - General Manager - 25 working days
- d. Executive Director - MD/CEO - 30 working days

If you are unconfirmed, you are entitled to 5 working days of casual leave. This is deductible from your annual leave for the year.

You and your Supervisor have the responsibility of ensuring that you take your annual vacation within the calendar year. The Bank encourages all employees to take advantage of the leave policy to ensure the well-being of individuals and promote a healthy organization.

To be entitled to your allowance you must proceed on a minimum leave of 10 working days.

If you resign your appointment with the Bank, you will only be entitled to annual leave and holiday allowances pro-rated for the period for which you have been in employment with the Bank.

If before the resignation, you have taken the full annual leave, you will refund to the Bank the corresponding amount of allowances and commuted leave days in excess of your entitlement as at the effective date of resignation.

8.6.2 Compassionate Leave

You may be granted compassionate leave for a period not exceeding;

- Five (5) working days
- Ten (10) working days (applicable to AGM and above) or as may be approved by Management for emergency/unforeseen circumstances such as serious illness or bereavement involving a spouse, parents, child, siblings, and parents-in-law.

8.6.3 Maternity Leave

Female employees will be eligible for maternity leave after one (1) year of service, the employee will be entitled to twelve (12) weeks of paid maternity leave and four (4) weeks of paid annual leave in the same year.

Female employees who have spent between six (6) months to less than one (1) year of service, will be entitled to twelve (12) weeks of fully paid maternity leave. However, will not be eligible for annual leave in the same year.

If it becomes necessary for you to proceed on maternity leave before confirmation, you would be entitled to twelve (12) weeks of maternity leave with half pay.

Upon resumption from maternity leave, you will be granted two (2) hours off work each day for three months. This may be utilized by resuming an hour late in the morning and closing an hour early in the evening.

8.6.3.1 **Paternity Leave**

New Fathers are entitled to five (5) fully paid working days of paternity leave after the birth of their baby. Application for paternity leave must be submitted with a birth certificate or similarly acceptable documentary evidence.

8.6.3.2 **Loss of A Baby**

The loss of a baby is a very traumatic time in the mother's life, it affects the mother physically, emotionally, and mentally.

To ensure the grieving mother has the time to heal and recuperate, the following leave is granted.

- First Trimester: Two (2) weeks of fully paid leave following which employee is entitled to Two (2) hours off duty i.e. 9:00 am – 4:00 pm for a period of two (2) weeks.
- Second Trimester: Three (3) weeks of fully paid leave following which employee is entitled to Two (2) hours off duty i.e. 9:00 am – 4:00 pm for a period of three (3) weeks.
- Third Trimester: Four (4) weeks of fully paid leave following which employee is entitled to Two (2) hours off duty i.e. 9:00 am – 4:00 pm for a period of four (4) weeks.
- Still Birth: Six (6) weeks fully paid leave following which employee is entitled to Two (2) hours off duty i.e. 9:00 am – 4:00 pm for a period of six (6) weeks

Upon resumption, we encourage employees if they so wish to access the Bank's EAP (Employee Assistance Program) to assist in dealing with the loss of a baby. Application for leave under this category must be supported with a medical report.

8.6.3.3 **Adoption Leave**

We believe every family dynamic should be catered to; this is why we have the adoption leave.

Mothers who adopt are entitled to the following leave;

- Adopted Children below six (6) months will be granted twelve (12) weeks of maternity leave with full pay if they have spent at least one year in the service of the bank. For employees with less than 12 months of service with the bank, the 12 weeks' leave shall be with half pay.
- Adopted Children between six (6) months – five (5) years will be granted four (4) weeks of maternity leave with full pay.

Eligible employees will still be entitled to their annual leave days in the year that they would be proceeding on maternity.

To be eligible, all applications for Adoption Leave must be supported by a Certificate of Adoption issued by the relevant authority of the government.

8.6.4 Sick Leave

The Bank only grants sick leave upon the presentation of a duly signed Sick Leave Certificate by a certified Medical Practitioner.

An employee who is absent from work due to illness will be required to produce an appropriate Certificate of Illness from a qualified doctor within two (2) days of absence.

If an employee is off from work due to illness for more than five (5) days, they will need to bring in a Medical Report in addition to the medical certificate.

8.6.5 Medical Leave

If an employee happens to suffer from a protracted illness, the employee would be entitled to medical leave of Three (3) months with full pay for each year of service.

In the event that the employee needs more time off work, the employee would be given an additional Three (3) months of medical leave with half pay. In the event that the employee is still not fit to resume work after this he/she would be given (3) months of medical leave without pay after which the Bank may terminate his/her contract of employment.

8.6.6 Exam Leave

You may be granted examination leave of a maximum of five (5) days each year which is non-deductible from your annual leave for any relevant professional or academic examination.

You must however have prior approval from People Management Group through your Supervisor at least one (1) month before the examination date.

The People Management Group will also pre-approve qualifying examinations at the beginning of every year.

Application for Examination Leave must be supported with a copy of the Exam Timetable.

8.6.7 Study Leave

If you have completed a minimum of three (3) years of employment with the Bank, you may be granted a maximum of eighteen (18) months of study leave without pay. This is at the discretion of Management and your course of study must be in a relevant discipline and a recognized academic institution.

You will also be required to liquidate your indebtedness to the Bank (if any).

Such time-off will not be included as part of your service with the Bank when you return to the Bank's employment

Upon completion of your course, you will be re-absorbed into the Bank's employment based on available vacancies.

You are expected to indicate your intention of returning or not to the Bank's employment at least two weeks before the end of the study leave.

8.6.8 Leave of Absence

If you have completed a minimum of six (6) months of employment, the Bank may grant you a leave of absence from work without pay. The maximum period that may be granted is one (1) year and this is at the discretion of Executive Management.

On completion of your leave of absence, you may be re-absorbed into the Bank's employment subject to an available vacancy on your return.

Such time-off will not be included as part of your service period with the Bank.

You are expected to indicate your intention of returning or not to the Bank's employment.

9.0 LOAN MANAGEMENT

9.1 Loan Philosophy

PremiumTrust Bank staff loan policies are put in place to support you in times of need. They are however not a right and are granted based on individual merit, availability, and on terms and conditions that the Bank may determine from time to time.

9.2 Credit Limit

The amount that may be granted to you as a loan (except mortgage) is a function of your net monthly pay subject to a credit limit of 33.33%.

9.2.1 However, any request above the set limit of 33.3% would only be discretionarily approved in proven cases of emergency.

The following loan types are available to you subject to Management's approval:

- i. Personal Loan
- ii. Salary Advance
- iii. Car (Auto) Loan
- iv. Mortgage Loan
- v. Take-Over Loan

Please contact the People Management Group for further details on the Loan's available Terms and Conditions.

10.0 THE BANK'S DISCIPLINARY PROCESS &PROCEDURE

At PremiumTrust Bank we pride ourselves on our conduct. We are professional, and diligent and do not compromise our integrity.

We have rules and regulations that we expect should be complied with in addition to the generally accepted rules of good behaviour, decorum and comportment.

The following activities will constitute a breach of discipline within the Bank.

10.1 Minor Offences

These include but are not limited to:

- i. Absent without approved leave.
- ii. Incessant lateness to work, meetings, etc. without satisfactory explanation
- iii. Violation of the Bank's Dress Code Policy.
- iv. Violation of Bank's general/ telephone etiquette.
- v. Insubordination and general negative attitude towards work
- vi. Violation of safety rules/ Misuse/willful damage of Bank's property.
- vii. Misuse of the Bank's communication facilities (telephone, email, internet)

10.2 **Major Offences/ Gross Misconducts**

These include but are not limited to:

- i. Smoking/Drinking during work hours and within the Bank's premises
- ii. Use of illegal drugs/Gambling
- iii. Exhibiting questionable character/ Breaching the professional code of conduct
- iv. Breaching Oath of Secrecy/Professional Code of Conduct/Confidentiality agreement.
- v. Disclosure of password or usage of another party's password without authorization.
- vi. Issuance of dud cheque(s) to other institutions or persons.
- vii. Rudeness to customers
- viii. Rudeness to colleagues
- ix. Conflict of interest
- x. Gross insubordination
- xi. Fraud or misappropriation of funds
- xii. Grave breach of the Bank's Standard Operating Procedure
- xiii. Sexual harassment.
- xiv. Physical assault of customers or employees
- xv. Procession of dangerous weapons.
- xvi. Theft/Cash Suppression
- xvii. Willful misrepresentation of facts during interview or employment process
- xviii. Job abandonment
- xix. Acts or conducts incompatible with the status of a banker, including acts or conducts capable of exposing the bank to financial, legal, or reputational risks.

For further details, kindly refer to the disciplinary policy.

10.3 **The Disciplinary Process**

The Bank's disciplinary process ensures that all employees are protected against unfairness or victimization and enables the organization to maintain its policies and procedures in its operations.

Our disciplinary process

- Serves as a corrective rather than a punitive process.
- Ensures compliance with the Bank's set policies and procedures.
- Upholds the Bank's core values.
- Ensures fairness and transparency.
- Is comprehensive and accessible to all employees.

10.4 Grievance Procedure

Our Bank values civil and healthy relationships among all its team members. If however, a situation arises in which a grievance occurs, there are appropriate channels for resolution.

11.0 MISCELLANEOUS

11.1 General

There are so many things you should know about your Bank and they cannot all be exhausted in this handbook. However, the under-listed are a few other things that you should be informed about.

Do not hesitate to contact the People Management Group if you need more information or assistance.

11.2 Safety Policy

PremiumTrust Bank is a responsible employer and prioritizes providing for the safety of all its employees while within the Bank's premises.

There are fire alarms, fire extinguishers, and some other safety devices installed. Despite these, you are expected to be safety-conscious, and in your actions ensure that you do not endanger your life and/or other employees (or non-employees as the case may be).

11.3 Emergency Procedures

Some situations may trigger off an emergency. Such situations include fire outbreaks, robbery, riots, floods, and/or other events that may pose threats to life, property, and security if not handled with knowledge, calmness, and order. You may ask the Chief Security Officer for the Bank's Emergency Procedures. Periodically, Fire and Emergency Evacuation Drills will be conducted at your location.

Please pay attention to these security drills, endeavour to know where the security equipment nearest to you is located, and endeavour to have numbers to dial in case of emergency written in your diary and your handset.

11.4 Reporting Accidents or Illness

In the unfortunate event that you or any of your colleagues are involved in an accident or sudden serious illness on the job, please do not panic.

Apply First Aid immediately and inform your Supervisor / the People Management Group. Each location is expected to have a well-stocked First Aid Box with analgesics, bandages, plasters, and other general acceptable off-the-counter medication.

Kindly exercise caution in taking or administering medication. Contact the Health and Safety Officer for First Aid tips in the case of accidents and other more serious incidents.

11.5 Events

At PremiumTrust Bank we stand together as a team. We always celebrate and support each other.

11.5.1 Team Bonding Activities

- Monthly TGIF (last Friday of every month or as approved by Executive Management): Every region is to plan their TGIF
- Quarterly Giveback event (Bank-wide corporate social responsibility)

11.5.2 Marriages

When you get married for the first time during your employment with the bank, you would get a congratulatory message and a cash gift. The Policy on Gifts to employees is approved by Executive Management from time to time.

11.6 Workplace Relationships

Romantic and/or sexual relationships between individuals in inherently unequal positions, where one party has real or perceived authority over the other in their professional roles, in the workplace are strongly discouraged. If such a relationship exists or develops, it must be disclosed. This includes anyone who holds a position of authority or perceived authority over another individual from an administrative or hierarchical perspective.

For further information, refer to the employee dating policy

11.6.1 Married couples working within the Bank must disclose and must keep it professional and not act like a couple at work. This means no public display of affection (PDA), no fighting, no sharing of confidential information and are not allowed to work within the same team, department, or branch.

Also, the following groups are not allowed to have their spouses work within the bank:

- People Management Group
- Compliance
- Audit
- Cyber Security
- Credit Risk

11.7 Bereavement

In the event of the loss of a member of your nuclear family or parent, the Bank may send an official representation of at least one employee to the funeral along with a condolence message and cash gift in line with the Bank's Policy and subject to the approval of Executive Management.

11.8 Deaths

Although not always discussed, the possibility of death is a reality and needs to be viewed from a non-pessimistic stance. It is of utmost importance that you keep the People Management Group up to date on the beneficiaries of your entitlements and next of kin.

Employees should take important notice that a beneficiary is different from a next of kin, although the same person(s) may be nominated as a beneficiary and a next of kin concurrently (for instance, your spouse). A beneficiary is a person (including an infant) named as a beneficiary of the entitlements due to you from the Bank in the event of death. A next of kin, on the other hand, is an adult person to be contacted in the event of an emergency.

This averts the undue contentions that could likely come up when such is not done. It is also advisable that you ensure that your pension fund contribution, separation benefits, and other contributions are documented.

In the event of the death of an employee, the Bank would contribute towards the funeral arrangements, if this is not objected to by the family. The amount of contribution is as determined by the executive management from time to time.

11.9 Staff Account

A salary account will be opened for you in the Head Office Branch. The account is a current account operated without C.O.T (Commission on Turnover) charges (although this may be reviewed as deemed fit by Executive Management).

You will also be given a debit card (at the current cost) and onboarded on the bank's Mobile App to enable you to access your funds as required. It is in your best interest to ensure that your account documents and information such as your debit cards, cheque books, and passwords are kept secure.

You are encouraged to use the Bank's electronic banking facilities to monitor your account.

It is important to note that your staff account must not at any time be overdrawn as this is viewed as a major offense.

11.10 Change of Name or Address/Update of Records

You need to inform the People Management Group of any changes in personal information. Such changes include change of name, marital status, address, beneficiaries, next of kin etc.

The information should be sent via email copying to your supervising officer.

If you are female and the change arises from marriage, you should also advise if you would like to change your next-of-kin.

When you change important personal information such as your name, you are required to back it up with valid documents such as your marriage certificate, sworn affidavits, and copies of newspaper publications.

11.11 Confidential Information

In the course of your work, you will be exposed to a great deal of information. It is your responsibility to protect the Bank's confidential information including that of its customers.

You shall not take confidential documents out of the Bank's premises under any circumstances. You are required to keep the affairs of the Bank and its customers, secret.

You may not release information relating to customers' business to any individual or corporate body unless the customer has given his consent in writing, or there is a court order duly addressed to the Bank and authorized by the Legal Department.

You are required to sign an Oath of Secrecy Contract at the inception of your employment with PremiumTrust Bank. This is binding and if breached, may lead to dismissal and (depending on the impact of the breach) legal action.

Also, employee remuneration is personal to the employee and to the officers of the bank responsible for salary administration and as such must be treated confidentially. Employees are not expected to disclose their personal or another employee's remuneration except with the written consent of the employee, authorized by PGM/ MD, or for investigation and regulatory purposes.

Contact the Information Security Office for details on Information Classification.

11.12 Access Control

To ensure that the workplace remains secure and unauthorized persons do not gain access to the Bank's premises and information, you will be required to observe certain access procedures.

11.13 Identity Cards

You will be given an Identity Card which you should always carry with you. If you lose this, you can only get a replacement by obtaining a police report/sworn affidavit.

You must surrender your Identity card when disengaging from the Bank's services and before final separation entitlements can be collected; having the Bank's identity card after leaving the Bank's employment is illegal and may lead to prosecution.

11.14 Visitors

You are not encouraged to have private visitors during working hours. Where this becomes necessary, you should receive such visitors in the waiting areas provided for this purpose and not in work areas.

11.15 The Right of Search

The Bank may require you at any time to submit to being searched whilst on or about to leave the Bank's premises. This is done not to be degrading or intimidating but as a normal routine check.

The Bank would ensure that in such instances a female shall be searched by a female and vice versa.

11.16 Call Cards

All employees are entitled to personal call cards. This is to be used for networking and business development.

Call cards are printed by Corporate Services.

11.17 **Drug-Free Workplace Policy**

You do not sell, purchase, use, consume, possess, manufacture, distribute, dispense or transport any illegal substance or abuse any controlled substance, on the Bank's premises and at any time during working hours, including lunch periods.

You will also report discreetly to your supervisor or the People Management Group, to any of your team members who come to work with his/her abilities impaired by illegal or controlled substances, or remains so throughout their assigned work day.

The Bank will periodically inform employees through bulletins and counseling about the dangers of drug abuse in the workplace.

If you think you could have a drug-related challenge, you may contact the People Management Group which would link you with an External Counsellor to assist you in undergoing drug assistance or rehabilitation program.



EMPLOYEE HANDBOOK AND 'AT WILL' EMPLOYEE STATUS

ACKNOWLEDGMENT

I acknowledge that I have received and read a copy of the PremiumTrust Bank Employee Handbook.

I also understand and agree that:

1. Additional information and policies may be implemented from time to time by PremiumTrust Bank. The provisions of this Employee Handbook may also be amended or supplemented by the Executive Management from time to time.
2. My employment with PremiumTrust Bank is "at will." I understand that either I or PremiumTrust Bank may terminate the employment relationship, for any reason or no reason, at any time with or without notice, regardless of the length of my employment or the granting of benefits of any kind, including but not limited to, benefits which provide for vesting based on length of employment.
3. I also understand that no circumstances arising out of my employment will alter my "at will" relationship and that, that status as an at-will employee can only be changed through a written agreement duly authorized and executed by the Managing Director of PremiumTrust Bank and myself.
4. I understand that no officer, employee, or agent of PremiumTrust Bank is authorized to make any verbal statements, agreements, promises, representations, or understandings inconsistent with the contents of this acknowledgment form.

Name of Employee: _____

Signature of Employee: _____

Employee Number: _____

Date: _____