

PREMIUMTRUST BANK

CORPORATE SERVICES GROUP

(Facility Management & Branch Development)

STANDARD OPERATING PROCEDURE MANUAL

INTERNAL USE ONLY

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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:

Facility Management & Branch Development

- i. Facilities Management
- ii. Diesel Management
- iii. Branch Development
- iv. Maintenance of Machinery and Equipment

Facility Management & Branch Development

i. Facilities Management

1. A schedule of all facilities to be maintained shall be kept by the Facilities Officer.
2. The facility shall be maintained as at when due and updated as maintained on the Planned Preventive Maintenance (PPM) schedule.
3. The FM officer shall ensure that the facility is maintained at the best quality and lowest cost.
4. The vendor for the maintenance shall be selected from the vendor list and approved by the Group Head Corporate Services.
5. The generators shall be serviced as at when due by following the planned maintenance schedule.
6. For repairs, the FM officer will verify in the presence of an expert or technician that a fault truly exists. If fault exist, the appropriate vendor is contacted to estimate the cost of the repair.

7. The repair is done after approval from the Group Head Corporate Services and/or MD (depending on the approval limit).
8. Payment is made to the vendor. An update is made on the PPM schedule.

ii. Diesel Management

1. Confirm volume of diesel in the tank. If volume is at the reorder level process approval for diesel supply.
2. Deliver request to Head, Facilities Management for approval. For residences, the PA will authorize request for diesel.
3. Request for depot rate from independent supplier. If not available get quotes from three registered vendor for comparison
4. Review requisition and approve purchase
5. Receive supply of diesel. Use the diesel flow meter to confirm the volume supplied.
6. Ensure delivery must be taken in the presence of: A representative of the Corporate Services Group and a staff of Compliance. For residences, the PA is to confirm delivery via email.
7. Sign the Delivery note
8. Update Diesel register/log. Deliver Register/log to the Group Head, Corporate Services for review
9. Receive Diesel Register/log. Review and ensure that Delivery Note and Invoice were duly signed off.
10. Payment to be processed

For branches, diesel purchase is done at the branch level. Limits are set by Corporate Services for diesel consumption which must not be exceeded on a monthly basis. The Branch Manager will have to obtain approval for consumption above the approved limit from the line Chief Business Officer.

iii. Branch Development

1. Identification of Location for branch development
2. Documentation of all the bank's property
3. Setting up new branch for development
4. Maintenance of facility in the branch

5. Lease Renewal

**Please refer to the branch development manual

iv. **Maintenance of Machinery and Equipment**

For efficient and effective branch operations, Corporate Services Group carries out repairs, servicing, and replacement of equipment used for operations at the branches.

The following are the types of equipment that are maintained:

For Head Office:

- Photocopiers
- Electrical apparatus • Office equipment
- Furniture and fittings

At the branches:

- Photocopiers
- Vault doors
- Security doors (Dead Man Doors)
- Generator
- Electrical apparatus
- Note counting machine, Time Stamping Machine and other office equipment • Treasury Safe