

PREMIUMTRUST BANK

CORPORATE SERVICES GROUP

(Security)

STANDARD OPERATING PROCEDURE MANUAL

INTERNAL USE ONLY

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Document / SOP ID		Effective Date:	
Review Version:		Review Date:	

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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:

Security

- i. Head Office Security
- ii. Branch Security
- iii. Car parks security
- iv. Support for the Protocol function v. HSE
- vi. Relation with Police

Security

i. Head office Security

1. Educating staff on the need for security consciousness through regular mails on safety tips
2. During the business hours ensure security men carry out constant surveillance at the head office branch, ground floor and the walkways
3. Ensure security men support the receptionist on the ground floor to control movement of people in and out of the head office building and to deal with difficult customers
4. At close of business security guards lock all individual offices at each floor and the main door at each wing. Also ensures all electrical appliances are switched off.
5. The security guard is expected to submit all office keys to the CSO office for safe custody and sign the key register
6. Security guards must maintain record of movement of assets in and out of head office building
7. Controls access to head office during weekend through the use of access request form by unit heads sent to the Chief Security Office.
8. The investigation unit at the inspectorate department liaises with the Chief Security Officer in case of fraud that requires police action.

ii. Branch Security

1. The gate of each branch is provided with security guards

2. This is supported by standby armed policemen.
3. Within the branch functional CCTV cameras are installed at strategic location
4. Routine patrols of branches and location to see how the guards are working.
5. Check the use of CCTV at branches.
6. Review of security reports provided at the security post for necessary action.
7. In case of opening a new branch, the Chief Security Officer liaise with the security service providers to allocate security guards to the new branch
8. Liaise with police command to request for armed policemen during business hours.

iii. Car Park Security

1. The car park must be used by only authorized personnel
2. Every morning before drivers have access to official vehicles, they must sign the vehicle key register.
3. At the close of business, the driver should sign the vehicle key register as evidence of parking the car
4. Reviews the key register to determine the vehicle keys that was not returned and take appropriate actions

iv. Support for the Protocol function

1. The security unit provides support for protocol services provided for Executive Management staff and sometimes to non-Executive Management of the bank through armed escort as at when necessary.

v. HSE (Health Safety & Environment)

1. Periodic fire drills at the head office. This involves simulation of fire incidence so as to observe staff response to possible fire outbreak
2. Provision of muster point at the head office car park to carry out roll call of staff in case of fire outbreak
3. Ensure nomination of fire wardens at each floor to coordinate staff at each wing in event of outbreak of fire.
4. Ensure regular service of fire extinguisher every six months
5. Liaise with federal fire service stations on branch visitation
6. Collection of safety certificates for branches visited by the Federal fire service stations on a yearly basis

vi. Relation with Police Command

1. To provide branch location with armed policemen as back up
2. In case of fraud / burglary liaise with the police command on investigation activities.