

**INTERNAL OFFICE MEMORANDUM**

**FROM: - CEO / EXECUTIVE DIRECTOR**

**TO:** - **Senior Manager Human Resources / Branch Managers / Heads of Departments**

**SUBJECT** RESTRUCTURING PROCEDURES RELATING TO RECRUITMENT AND ASSIGNMENT OF DUTIES

**COPY TO Deputy General Managers & Assistant General Managers**

**Date 11th September 2023**

1. **As decided at the Managers ‘Meeting held on 8th September 2023 the procedures given below should be adhered to when recruiting staff with immediate effect.**

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| Grade | Procedures |
| 1. **Key Responsible Persons (KRP)**   **Two levels below CEO in our Organizational Structure**  **(DGMs, AGMs Chief Risk Officer, Head of Compliance, Chief Internal Auditor, Chief Information Security Officer)** | * **Board Approval Required** * **Prior Approval of the Director Department of Supervision of Non- Bank Financial Institutions of CBSL required.** * **Date of Appointment should be a date after the date of the CBSL Approval** * **Job Description/ Terms of Reference required.** |
| 1. **Heads of Departments** | * **Board Approval required** * **Job Description/ Terms of Reference required. (Targets as appropriate)** |
| 1. **Branch Managers**   **Assistant Managers (At**  **Branches & Departments)** | * **Approval by CEO/ Executive Director** * **Job Description/ Terms of Reference required. ( Budgetary Targets only)** |
| 1. **Below the Grade of Assistant Manager**  * **No job titles to be used such as “ Teller” “Daily Collector” Deposit Mobilizer” “Business Developer” “ Credit Officer” “Recovery officer: etc., in the letter of appointment,** * **The Letter of appointment should state that they should perform duties as allocated to them by the Branch Manager / Head of Department** | * **Approval by CEO/ Executive Director** * **To be assigned to Branches & Departments without job titles** * **Branch Manager / Heads of Departments should allocate duties to staff assigned to them with ’JOB TITLES” ( i.e. “ Teller” “Daily Collector” Deposit Mobilizer” “Business Developer” “ Credit Officer” “Recovery Officer: etc., ). strategically to achieve the Budgetary Targets of the Branch by distributing sub Budgetary targets among the staff assigned to them.** * **Evaluation of Monthly performance of staff against sub Budgetary targets will be by Branch Manager / Head of Department (Refer 2 (d) (h) below)** |

1. **General Requirements**
2. **Recruitments should align with the Organizational Structure of the company**

1. **Branch Managers / Heads of Departments should follow the existing IT security requirements ( Pass word etc.,) and Dual control aspects of safe keys when allocating duties**
2. **The existing procedures relating to evaluation of Performance of Branch Managers / Acting Branch Managers against budgetary targets, to qualify to receive Monthly Performance allowance will continue**
3. **Performance of staff members accept (a) above will be evaluated against the sub budgetary targets only as at end of each month to pay monthly Performance allowances by the Branch Managers / Heads of Departments.**
4. **Senior Manager Human Resource should adopt a suitable performance evaluation procedure immediately in consultation with the undersigned**
5. **Staff requirements of Branches to be met through recruitment of Males as practicable without gender discrimination , preferably from the vicinity of the respective Branches.**
6. **Senior Manager Human Resources should ensure staff requirements of branches are meet promptly, enabling Branch Managers to achieve their Budgetary Targets**
7. **Existing Job Titles of employees below the grade of Assistant Mangers should be treated as cancelled, enabling Branch Managers to assign duties with “JOB TITLES” with related Sub Budgetary targets to their staff members as appropriate .**
8. **Branch Managers should maintain a record of (h) above in respect of each staff member which should be reported to the Assistant General Manager (Finance &Strategic Planning) and Senior Manager Human Resources immediately and updated as and when changes take place.**
9. **In order to improve staff operational capabilities of staff members, Branch Managers should ensure rotation of jobs / duties within the branch annually under advice to Senior Manager Human Resources**
10. **All the other systems and procedures relating to recruitment of staff and assignment of duties shall remain unchanged.**

**CEO / EX ECUTIVE DIRECTOR**