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| Date: | 4th May, 2021 |  |
| Time  Commenced: | 10 : 00 AM | Ended: 11 : 00 am |
| Place: | VIRTUAL ZOOM |  |
| Presided by: | IDARESIT MERCEDES AYENI |  |
| Absent : | UZOAMAKA ONUNAKU |  |

STAFF MEETING MINUTES

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| **DEPARTMENT/ PERSONAL** | **DISCUSSION** | **COMMENT (remove the blue background colour)** |
| **HUMAN RESOURCES**  **IDARESIT MERCEDES AYENI** | * Welcome address. * Review last meeting update * Opened the floor for departmental update. * We are currently working on a system where HR permission system is simplified * We are switching to another system it is called Attendee HRM * When we concluded on the back end everyone will receive an email of I .D and password * This system is chosen because is simple and it work for HR and employees e.g. birthdays. Mini communication channel, future attendance tracking, updating profile and link to biometric system etc. * Hopefully we migrate this week, so that we can all benefit. * There is a new finance act that was passed in January. This affects employees personal income tax. This will reflect from May 2021 salary. The increase in taxation will lead to a slight decrease in net salary. * We are updating some policies and, this will be shared in course of the week. * We have Afam Okocha birthday coming up on 6th may. * Also spoke about the insecurity in the country that we all need to be careful, if we need to travel we should have contact of the security agencies around us. * We should be able to think about more than one solution to a problem that, we can achieve our goals faster. * The act of recording our achievement and responsibilities. It very easy than the weeks work and we forgot what we have done. | Opening  . |
| **FINANCE**  **BUKKY EFUGA** | * Still expecting the ETCC card by the end of this quarter. | * **HR:** Can you please explain more about ETCC card and it benefit to employee. * **Bukky**: The ETCC card is for individual to process individual taxes, if you don’t feel the form there is no way they will process your tax. * **Yimika**: I got a message from Lagos state that my ETCC card is ready for collection are you going to help out. * **Bukky:** When I collected everything, I will share it for everyone. |
| **IT**  **YIMIKA ILORI** | * We have a tool, it important and critical task that we are doing but there is some other multi task like analysis some issues things * We probably won’t complete on that platform, so we carry everybody out along whatever we are doing. * We have that platform and I believe everybody is there. * We also applying the deploy solution in Ghana, we are fully ready from technical point of view. * We are waiting for some information from B I, I believe that CSD and R A have an activity concerning Ghana. * For GLO basically everything is fine, we observe some issue and the only way is we go formally on style. * I think they are running away from mails, based on the phone conversation with them. * For Airtel basically optimistically fine. * We did some loan test. * There are some new improvement we actually want them to share. | * **HR:** The Challenging we are facing with GLO, there might be need for another mode of official communication * **Yimika:** We can’t control and make decision for them, we just need how it work |
| **REVENUE ASSURANCE**  **OLALEKAN OGUNTOYINBO** | * In Airtel our patching up with the competition is very low regarding our lending to recovering ratio, it is low and I have checked. * People are focusing on lower denomination lending 25 naira and 50 naira. * Basically our focus is from 100 naira to 2,000 naira that is where we have more people. * Also discuss with Tomide how we can rapture with AVYRA in terms of lending to recovery ratio so that we don’t get exposed too much. * Although our recovery is good, if we compare what we lend out to how much we recover, still a bit ahead of us * We are catching up but slow. * Regarding our unpaid loan in GLO, we have more on paid from 90 days above in GLO and people between 100 naira, 200 naira and 500 naira, we have a lot of money there unpaid. * I discuss with Tomide this morning and he said he will try and works something on the new profiling at least it will reduced the exposure. * For Ghana I requested for the recharging information we have in Ghana from Emeka, * Emeka said, that one has stop coming out, so he is trying to see how we can get back the feet, so that we can analyze their recharges pending when we have recovery information. | * **Yimika:** They started sending it to us, I will get back to you at the end of today. |
| **BUSINESS** **INTELLIGENCE**  **TOMIDE** **AKINSIKU** | * For AIRTEL the profiling have commenced, data has been dropped. * We had a meeting with AIRTEL and they reversed the date of dropping of the data on **1s**t of every month.   So we can be able to get out the profiling and update the base at least before the **4th** to **5th** of every month.It should be ready by the end of today, so that we can push for update.   * Also achieved the demand of minimum of 20 million lendable per day in the last (2) two weeks, even though we have to look how to recovery to speedy. * For GLO we are trying to push it up to maximum 200million, * The sim registration protocol have affected GLO more than its affected AIRTEL.We are still able to keep up to 20million customer and network for non CLS base. The GLO base has dropped to 18million from about 20million where it was before. |  |
| **OPERATION MANAGER**  **MCRICHARD ONUNAKU** | * There is a payroll platform that we are going to integrate which is going to help us make your performance effectively. * Also meeting the target and we have a lot of honourship. * I actually want it to be full performance, if you are not doing anything you are not going to see anything. * Let that platform setup completely and you will benefit good things   . |  |
| **PROJECT**  **BASIL AKEKWE** | * We still have Ghana, we should have launched this market about a month ago but because of the delay from the technical side in Ghana.Hopefully we should be able to close it soon. * We still have a few things left out and checklist. * We are still waiting for profiling data, there they can profile the market in readiness for the launch. * Also CS needs to perform another complete test across from lending recovery data. * RA will verify the data to be sure that there is no loss in any revenue, once we get the requirement from Ghana, hopefully within the week. | * **McRichard:** Pleaseshare the checklist, we must launch the market before the end of the month. * The issue of delaying of notifications, I think it happening since * They have made adjustment. * **Chuba:** We found out that the oldest transaction in the file mightbe **5** minute old which is a lot of time when it comes to CDR recovery, so they were sending files. * It use to 10 minute but as some point they need to drop it to every 5 minute, but I don’t know what they are planning to do now, maybe they are still sending it like that.   **McRichard**: what was our percentage recovery despite the delay?   * But I know it wasn’t too bad. |
| **CS TEAM**  **BUNMI ADEROJU** | * Swift recovery is working in GLO market. * Airtel it take more than 72 hour for swift to occur. * The test olalekan ask us to do last week regarding recovery TRUE ME TO YOU is still on going and the report is to be sent later today. | * McRichard: Let me know there reschedule of the recovery report so   that we know where we are going to take it up   * It very key for us so that we can close the gap * Already saw olalekan schedule for update on unrecovered our money outside, I think 1. Billion if we can look at the channel that having issues and close on them especially the ME 2 YOU which is a suspect. |
| **FRONT DESK**  **ABIKE LAWAL** | * Geepee tank has been purchased and it has been fixed. * The pipe leakage to the tank has also been repair. * Also the restroom down stairs have been repair. * The vendor has been contacted for generator cover and waiting for his quotation. * We are still expecting monthly data from the finance and I think they are working on it. * We will need to top up the light because it currently at 30 unit and requisition has been sent to finance. * We have also sent requisition to finance regarding water supply. Waiting for fund to get it all done. | * **McRichard:** Basil any update on inverter installation of the new batteries. * Basil: The batteries which vendor came to pick has been returned about two (2) weeks age and the batteries has finally been installed. * It supposed to for another maintenance on Wednesday, so once the vendor came he will check while we are having inverter going off after a period of time. * **McRichard**: I paid 40,000 naira every month, are they giving 50 per reduction * **Basil:** Hopefully if it working we don’t have to put on generator or light, it just at night. * I noticed that the CCTV camera memory it’s filled up again, we need to do something about it. * **HR:** we do something about it. |
| **C E O**  **MR BAYO OLUWADAIRO** | * Welcome everyone. * It good to get the update from everyone. * Appreciate everyone for the effort we all put in keeping the company and working along. * I will just encourage each one of us to do our best. * As a company we always do the best we can to ensure the environment is satisfying and it encouraging and more than anything else, professionally progressing for every one of us. * Best wishes to everyone of us, hopefully I will do this more on phone. * Also encourage us to get Covid 19 vaccine. * Spoke further on Covid 19 vaccine. |  |