

# planad



**PLANAD is currently in the process of modernizing and digitizing the company's information systems, having adopted a new digital filing system and task simplification, whose effects are already visible in the provision of services to customers, and the improvement of internal processes.**

This process covers the digitization of all company documents, through the internal development of the following tools:

- Digital file archive of accounting, documents
- Human Resources, Employee Evaluation, and Employee Portal
- Access Control
- Technical Activity Management
- Customer Portal



## PLANAD Anniversary



**On October 5<sup>th</sup>, 2022,  
PLANAD celebrated its  
32<sup>nd</sup> anniversary!**

**We would like to thank our Employees, Partners,  
Clients, and Suppliers for their commitment  
and trust in the PLANAD project!**

## LAC Rally Paper 2022

PLANAD sponsored and participated in the LAC - Luanda Antena Comercial Rally Paper, on the 16th of October 2022, with one ladies' team and a men's team and their respective vehicles.

The Rally Paper circuit counted on five checkpoints, within the city of Luanda, and PLANAD was responsible for one checkpoint close to Hotel Baia, at Nova Marginal.

PLANAD men's team achieved a creditable 3rd place!

The assets raised in the Rally Paper have been donated to the Lar Santa Bárbara.



## PLANAD joins the PCI Security Standards Council as a Participating Organization

PLANAD has joined the PCI Security Standards Council (PCI SSC) as a new Participating Organization. PLANAD will work with the PCI SSC to help secure payment data worldwide through the ongoing development and adoption of the PCI Security Standards.

The PCI SSC leads a global, cross-industry effort to increase payment security by providing flexible, industry-driven, and effective data security standards and programs. The keystone is the PCI Data Security Standard (PCI DSS), which provides an actionable framework for developing a robust payment card data security


process and preventing, detecting, and mitigating criminal attacks and breaches. As a Participating Organization, PLANAD adds its voice to the standards development process and will collaborate with a growing community of more than 800 Participating Organizations to improve payment security worldwide. PLANAD will also have the opportunity to recommend new initiatives for consideration to the PCI Security Standards Council and share cross-sector experiences and best practices at the annual PCI Community Meetings.

## ATMs Park Renewal

PLANAD, in collaboration with its clients, has an ongoing renewal plan for the existing ATM park on the entire national territory. PLANAD is betting on NCR's innovative ATM equipment, both lobby and outdoor through-the-wall installation, certified for the Multicaixa Network that ensures high-quality technology and performance

On the NCR SS23 and SS27 ATMs we have:

- 4 Cassettes of 3 000 notes
- Receipt printer + UL safe -Steel + Camara
- 4 additional Cassettes of 3 000 notes
- PIN Shield
- Anti-skimming
- Consumer mirrors
- Lifting Base



Fazemos acontecer

## New Communication Channel: Corporate WhatsApp

Aiming at establishing closer proximity to our clients, suppliers, and employees, PLANAD makes available a new communication channel: Corporate WhatsApp available since the 1st of September 2022, counting on four numbers for the following **Service Centers | HelpDesk:**

**ATM**  
Tel.: +244 949 096 381

**POS (Point-of-Sale)**  
Tel.: +244 949 095 218

**Software**  
Tel.: +244 949 096 407

**Multifunction, Hardware, Counters**  
Tel.: +244 949 096 393

## New Currency Treatment Solution Partnership

A new exclusive representation of Magnier International Corporation currency counting and treatment is to be highlighted.

The Magnier International Corporation is a US company founded in 1983 dedicated to the supply of high-quality and performance currency counting and treatment solutions with excellent cost-effectiveness.



## Mobile devices to register Work Orders

In the framework of the ongoing company technical and administrative management systems upgrading plan, the employees have been assigned mobile devices allowing, among other, keeping real-time contact among employees executing external services, the company, and the clients, using the issuance of digital work orders validated by the clients, access to e-mails, services available on the company's sites and other related to the operational activity.

This working tool has become indispensable for the performance of certain tasks, both within and outside the company, and aims at improving the feature performance and optimizing time and costs.

## Introducing the new productivity calculation method

PLANAD adopted, on January 1<sup>st</sup>, 2022, a new model to assess the monthly productivity variable covering all company's employees.

The variable productivity has, essentially, as its basis the tasks and interventions duly

logged and validated on the Corporate Management Site.

This model also allows us to assess the employees' effective occupation time and, thus, manage the teams more efficiently.

## Filda 2022

PLANAD supplied the Lobby ATMs for the EMIS booth at the 37th Edition of the Luanda International Fair.

## VI National Treasury Meeting

PLANAD participated in the VI National Treasury Meeting, organized by BNA - Banco Nacional de Angola that took place in the Malanje province, on February 2nd and 3rd 2022.

This event aimed at approaching- with the commercial banking entities and other national and foreign partners -issues related to the currency's regulations, management, circulation, and processing procedures.

PLANAD presented its notes and coins counting and authentication products range.

## Fortinet Presentation



PLANAD participated in the Fortinet presentation, organized by the EASY SYSTEMS partner that took place at Hotel Diamante in Luanda, on May 11th, 2022. This event counted on the brand Regional Manager's presence, who, together with his technical team, presented the new products of the global cybersecurity solutions and services leader brand products.



## Ingenico PAYTECH SUMMIT, in Lisbon on May 18<sup>th</sup> and 19<sup>th</sup>, 2022

PLANAD participated in the Ingenico conference entitled “PAYTECH SUMMIT”, where during the event counting on over 320 participants from 60 countries -the latest payments technological innovations have been approached; unique international payments and fintech networking platforms have also been established.

Ingenico is one of the world’s main manufacturers of Point-of-Sale.

## APETIC Certificate of Merit



By invitation of the Angolan Information and Communication Technology Association (APETIC) PLANAD has been granted a certificate of merit acknowledging its exceptional contribution to promoting, releasing, and using the Information and Communication Technologies (TIC). This event took place in Luanda on July 26th, 2022.

## Mastercard Cybersecurity & Risk Summit 2022



PLANAD participated, with elements of its security area, in the Mastercard Cybersecurity & Risk Summit that took place in Venice, from 3 to 7 of October 2022. This event counted as an informative forum for over 400 industry players, where the fraud risk minimizing best practices, lessons learned, tools, and latest techniques have been shared.



## Huawei Angola Partner Summit 2022

PLANAD, by invitation of the partner RDGT – Real Distribution of Great Technologies, participated, on August 5th, 2022, in the Huawei Angola Partner Summit 2022 that took place at Hotel Intercontinental, in Luanda.

## SEGUREX

PLANAD visited SEGUREX - International Security, Safety, and Defense Exhibition that took place in October 2022, at the Lisbon International Fair – Parque das Nações, Lisbon.



## PCI Europe Community Meeting 2022

This PCI Community Meeting took place from the 18th to the 20th of October 2022, in Milan, aimed at communicating important updates in the organization, namely, the PCI DSS v4.0 standard, as well as the trends and the definition of strategies for the industry's best practices. PLANAD participated with six people from its security area, as PCI Security Standards Council Participating Organization.



## Vehicle Fleet

PLANAD renewed its fleet and currently counts 105 vehicles, 15 motorcycles, and 3 Crane trucks. Thus, better logistics operation and technical assistance quality can be assured covering the entire Angolan territory.

## Ongoing training in "Light Vehicles, Forklifts, and Cranes Defensive Driving/Operation"

In 2022, in the framework of our employees' ongoing training plan in the areas of defensive driving light vehicles, forklifts, and cranes driving/operating, 131 employees have been given training courses. These training courses aim at arising the awareness of employees in question regarding adequate behaviors while driving allowing, thus, an improvement in measuring risks and identifying associated dangers.

## Training in the ZKZ Conventional Fire-detection System

In June 2022, PLANAD, by invitation of the Ution Tecnologia, participated in the training specialized in the ZKZ Conventional Fire-detection System.

### CREDITS



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#### VIANA PARK (Service and Logistics Centre)

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