

planad

Planad
celebrates
30 years

30
years





Planad celebrates 30 years



DEAR EMPLOYEES AND PARTNERS,

We are immensely proud of commemorating 30 years on the market! Three decades anchored on a corporate basis, counting on international partners that have allowed the availability of solutions that follow the market dynamic. The constant training of the employees, the continuous improvement of the processes and the strong investment in infrastructures allow for PLANAD to be a company of reference in its fields of work. Our mission has been the connection of a permanent quality improvement to the commercial performance of the services we provide.

We are pleased with the achieved target of owning the only card customization center, of both domestic and international brands, at national level, certified on the basis of operational and safety rules of the main international networks (PCI certification); furthermore, this was a way to contribute to the availability in Angola of this prestigious infrastructure and to the strategic objective of replacing the importation of goods and services by the local availability. We purchased our Headquarters premises, in Luanda, with a 3,000m²

surface, featured with the best equipment, allowing a professional experience of high-quality standards.

Our technical assistance and logistics center, in Viana, a 4.800m² infrastructure, has been furnished with modern equipment, with the certification of the main international partners and offering excellent working conditions.

We have reinforced our technical presence in all Angolan provinces with our own vehicles, and installed repair and logistics centers in the main provincial capital cities.

In our 30th anniversary, the date is earmarked with various investments in various fields.

The dematerialization of work orders that allowed for the reduction of paper, replaced by web platforms offering management information and support to the operation in real time.

All technicians have received tablets with internet access to operationalize the work orders dematerialization process, to have access to the associate site and to the technical forums, as well as to the tools in use in the company.

New technical activity management software has been introduced, stressing the team management, interventions and contracts

management, and the internal site of activity management is being developed with real time dashboards, as well as a set of web tools to make information available to our clients. The national market demand context imposes on us the responsibility of systematically developing new valences that are more and more integrated and innovating.

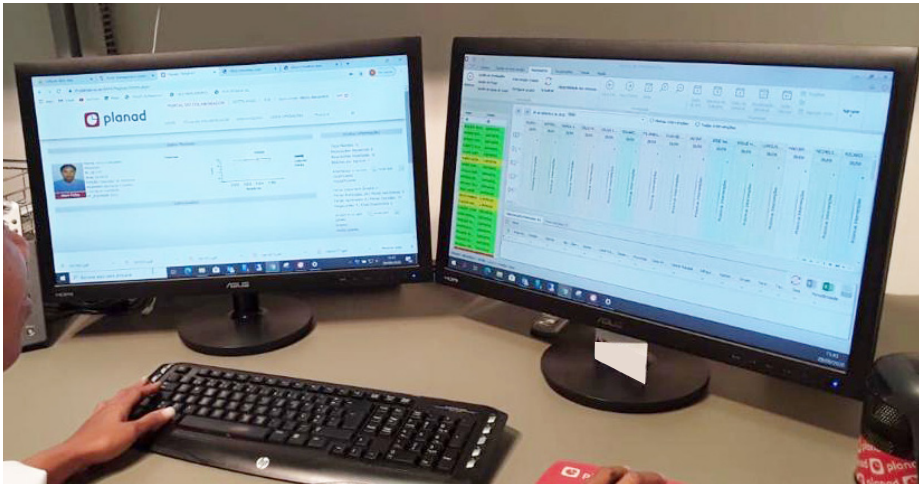
Our 250 employees, Angolan professionals trained by the company, are subject to training and evaluation processes adequate to the specificities of their respective jobs. Only by strongly commit to the innovation, to the service quality, and to continuous improvement will it be possible to face the future with optimism.

The challenges we have been facing during the years made us capable and sustainable in the knowhow gained with our experience. And this is the way we are willing to face the future that we are wishing will be a promising one!

We thank our Employees and Partners, Clients, and Suppliers for the trusting in the PLANAD project.

Because we, all together, make things happen!

— Marques Gomes / CEO



New PLANAD Software

HR Management, Access Control, and Assiduity Control

This PLANAD-developed software allows the centralization of all employees' record information, thus facilitating their consultation via web.

The access and assiduity control software ensures the reliability of the collected data, making the use of cards and other identification devices unnecessary.

This computer tool allows a better efficiency in the process management and leads to productivity gains.

Employee Portal

This PLANAD tool aims at establishing more efficient and swift communication channels with the employees avoiding delays arising from more bureaucratic processes.

Using an on-line platform, employees may submit various requests and verify their status, e.g. leave requests, absences justification, requests for declarations among other.

This is a tool that also allows the data and internal processes automatization.

Performance Assessment Management

This module supports the performance assessment activities allowing the application of occupational competences models and global and individual targets for the organization.

It makes easily interpreted on-line reports available and allows the detailed analysis of the performance and potential of employees and teams.

Management Software - GestPlanad

The GESTPLANAD is a company technical and administrative management software, developed according to the specific needs of the various areas.

This software aims at gathering, in one sole platform, all information concerning the company activity, allowing the real time supply of elements for the internal management and for the clients.

We stress the issuance of automatically generated reports, dashboards, and access portals.

Modules:

- Technical assistance request management with Work Orders integration;
- Subsistence allowance requests using the web portal. It comprises a follow-up alert system, based on the main stages of approval, handling, and invoicing of subsistence allowances;
- Licensing/Contracts management;
- Parts and modules repair control;
- Task control and time management;
- Overtime hours control and processing;
- Digital filing of documentation.

COVID-19

In the framework of the new Coronavirus (COVID-19) pandemic, PLANAD adopted a contingency plan for the various areas, using preventative, contingency and emergency measures adapted to the evolution of the outbreak in Angola. The cleaning protocol has also been adapted by intensifying the sanitization routines; protective equipment for the employees have also been purchased and distributed. PLANAD, as the Multicaixa Network provider, has been ensuring, in an efficient and safe manner, the continuity of the operation in the entire national territory.

SEGINFO Project

PLANAD has an information security management project in course that aims at optimizing the internal processes, rules, and procedures concerning the Information Technologies (IT)

Its objectives are:

- a) Ensure the basic principles of information security;
- b) Standardization of processes and technology simplification to Support IT (Datacenters);
- c) Implement good information security practices based on international standards PCI DSS, ISO/IEC 27001:2013 and ISO/IEC 27002:2013.

The implementation of an information security policy has the objective of defining the purpose, direction, principles, and basic rules of information security management at PLANAD for a better protection of the company assets.

Certification of PLANAD Technical Assistance Center

PLANAD Technical Assistance Center, in Viana, has been certified by our international supplier, GLORY, and is currently an Authorized Assistance Center in Angola. PLANAD has a large experience and know-how



of the products it offers, ensuring a Helpdesk service and specialized technicians certified by the represented brands in the entire Angolan territory. PLANAD has repair and logistics centers in the main provincial capital cities.

Xerox Multifunction Printer



PLANAD, through its partner Jodrax, ensures the supply of multifunction Xerox printer solutions, in Angola.

We make available the **new multifunction Xerox printers Altalink / Versalink, with Xerox® ConnectKey® Technology.**

XEROX® VERSALINK® MULTIFUNCTION PRINTERS

Ideal for small work groups, in decentralized environments, without a full-informatic support, totally centered in apps. They offer the user an intuitive experience. These multifunction printers with Xerox ConnectKey Technology offer high reliability, perfect integration, and advanced productivity. They are cloud and mobile devices connected.

XEROX® ALTALINK® MULTIFUNCTION PRINTERS

The Xerox AltaLink equipment offer new feature levels for middle and large dimension work groups and for busy offices.

They allow the immediate and safe access to documents, data, and workflows that are necessary to work faster and more efficiently from any place in any equipment.

XEROX® CONNECTKEY® TECHNOLOGY

Intuitive User Experience

An entirely new way and, however, very intuitive, to interact that includes a tablet-like operation with touchscreen controls and easy customization.

Mobile and Cloud Ready

Instant connectivity to cloud and mobile devices right from the user interface, with access to cloud-hosted services, with universal access.

Benchmark Security

Comprehensive security that includes a powerful mix of built-in features and services to prevent unauthorized access, detect suspicious or malicious behavior, and protect data and documents.

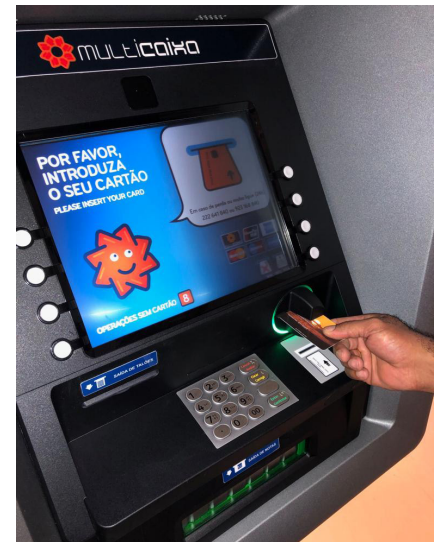
Enables Next-generation Services

Easy integration of Xerox® Intelligent Workplace Services enables remote monitoring of service delivery and consumables.

PMR Software

The PMR Software is used in the finance, human resources, commercial and stock areas, operating in the Windows and LINUX operative systems answering the legal and market needs. PMR works by modules, with integration among them, with accounting being the main module (ERP type). The PMR Invoicing Program is AGT (Administração Geral Tributária - General Tax Administration) certified, under the number 29/AGT/2019.

Recently, the management supporting features have been improved.



ATM NCR

NCR is a technology reference player in the finance and retail sector, and PLANAD is its authorized distributor for the Angolan market.

PLANAD offers the NCR ATM models, both lobby and outdoor through-the-wall installation, certified for the Multicaixa Network.

These models are compliant with the most recent innovations in the field of users' security and safety, namely, the pin shield devices, anti-skimming systems, reflector mirrors, cameras, and touchscreen.

POS and INGENICO PINPAD

PLANAD is the official and authorized supplier, for the Angolan market, of the INGENICO products, a technological multinational world reference specializing in electronic payment solutions, notably, the POS and PINPAD.

PLANAD participated in the "Ingenico Paytech Summit" conference, in Barcelona, where INGENICO gathered worldwide partners.

This conference had as its main purpose the presentation of the most recent INGENICO solutions for the various markets and already available in Angola.



New GLORY Banknote Counter

GLORY is a globally projected multinational, specializing in money handling technological solutions and a partner to PLANAD in the Angolan market, where a new banknote counter has been launched.

The GFB-800 is an advanced and configurable banknote counter, with exceptional speed and efficiency. Achieving a counting speed of 1,800 notes per minute, the GFB-800 is one of the speediest in the world.



Benefits:

Speed and efficiency

The GLORY technology reduces the error margins and mistaken counting, enabling a much higher counting speed as compared to conventional counters.

Quick selection of the batch sizes and efficient banknote bundling

The GFB are equipped with automatic batch functions, and preset keys can be used to quickly select batch sizes of 10, 20, 25, 50 and 100 notes.

The counter's numeric keypad can also be used to manually set the batch capacity from 1 to 999.

Minimizes the risk and loss associated with cash shrinkage

With the GLORY Multiple-Currency Counterfeit Detector (MCCD), the GFB-800 protects against forgeries and is compatible with sizes and features of any banknote.

Modernization and Functional Simplification Project



In the framework of the modernization and functional simplification project aiming at doing away the processes red tape and maximize their efficiency, as well as the clients' efficiency, PLANAD has started a **documental dematerialization** process.

This process is accomplished, among other, in the issuance and delivery to the clients, in a digital and certified manner, of the various documentation regarding the service provisions or other supplies starting at their request and finishing at their invoicing.

This project also aims at automatizing the internal processes in the various areas of the company, eliminating the manual filling-in of documents, giving place to the paper suppression and the consequent reduction of the printing needs and the elimination of the physical delivery of the documents.

Based on a management platform available in the cloud, a **new Work Orders (OT) system** has been implemented, managed through the tablets available to all company employees, allowing the closing of the OTs with all data relevant for the internal management of the activity, and their immediate, in real time, availability to the clients.

This process also covers the **documental management, filing, and digitalization** of all company documents.

KWANZA

SÉRIE 2020



New Kwanza Banknotes Series

The Central Bank of Angola launched the new 2020 Kwanza series.

The 200, 500, 1,000, and 2,000 Kwanza notes are made off polymer material, a plastic

similar material, and integrate high security innovative elements.

On the other hand, the 5,000 Kwanza notes will be made off cotton substrate with the incorporation of the corresponding security elements.

The new banknotes have lower wear and deterioration levels, therefore having a greater durability.

The introduction of the new banknotes will be made progressively until January 2021; the previous series and the new series notes will circulate simultaneously for a certain period. PLANAD has equipment compatible with the new banknote series in circulation, namely ATM, deposit machines (bank and corporate model), cash counting and authenticating machines, and sorters for treasury.

Bank Cards

PLANAD is involved in the project of magnetic stripe Multicaixa cards migration into EMV technology chip cards (White Label PURE), in partnership with Thales Group (former Gemalto).

Thales provides information systems security and services for the banking sector and for the aerospace, defense, and security industries.

PLANAD is the entity responsible for the customization of the Multicaixa Network cards as well as for the international VISA and MasterCard brand cards that are processed in Angola by EMIS; these activities are developed in our card customization center, which is certificated on the basis of the main international networks operational and security rules (PCI certification).

Having a large experience in bank cards and commercial cards customization, PLANAD also offers various solutions for various activity sectors using the EMV technology, both contact and contactless and magnetic stripe.

Instant Issuance of Cards

In partnership with Datacard, PLANAD also provides, to the banking sector, a solution for the instant issuance of cards that allows the safer customization of credit and debit cards on the spot.



CREDITS



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