

CITATION

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STANDARD OPERATING PROCEDURE
ON
DEPLOYMENT OF AIDES TO
RETIRED SENIOR OFFICERS

AUTHORIZATION

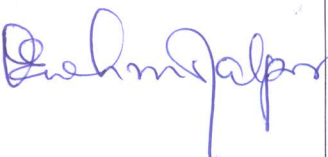
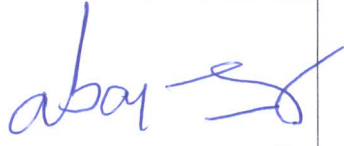
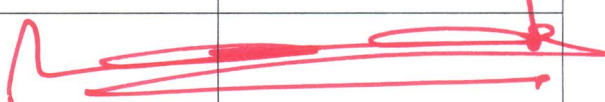
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STANDARD OPERATING PROCEDURE ON DEPLOYMENT OF AIDES TO RETIRED SENIOR OFFICERS

INTRODUCTION

Retirement entitlements and privileges come in many forms depending of the last grade level or position of the retired staff. These could be in cash, services or other material wealth that will ease and support post service life of the beneficiaries.

Part of the entitlements enjoyed by senior retired officers is the services of aides who serve as cook/steward, gardener, security guard, driver or orderly depending on the rank or position served.

In Federal Road Safety Corps, such retirement entitlements are limited to Corps Marshals, Deputy Corps Marshals (DCMs) and Assistant Corps Marshals (ACMs). The aides are active staff deployed to render specified services to the category of the aforesaid retired staff who turn to be the aides' supervisors.

These aides report and work directly under their immediate supervisors while the Corps plays the role of selecting, vetting and deployment of appropriate aides to the retired senior Officers. The Corps also monitors and evaluates the conduct of these aides. It is on this backdrop that development of Standard Operating Procedure to guide on the deployment procedure of such aides becomes imperative. This is necessary in order to have unified regulatory mechanism to the whole processes including relationship between the aides and their supervisors.

2. SCOPE

The SOP covers staff assigned to retired Senior Officers such as cooks, stewards, gardeners, drivers and orderlies. The document shall not apply to Guard duty Marshals, where provided.

3. PURPOSE

The purpose of the SOP is to standardise the processes and procedures involved in assigning Aides to retired Senior Officers for coordinated and efficient service delivery consistent with FRSC Core values of:

- a. Transparency
- b. Fairness
- c. Timeliness
- d. Service Orientation

4. ATEGORIES OF RETIRED SENIOR OFFICERS ENTITLED TO AIDES.

The following Retired Senior Officers are eligible to be assigned Aides:

- a. Retired CM.
- b. Retired DCMs.
- c. Retired ACMs.

5. RETIREMENT BENEFITS OF THE CORPS MARSHAL AND THE DEPUTY CORPS MARSHAL

Any Officer who attains the rank of Corps Marshal or Deputy Corps Marshal shall on retirement be entitled to pension and the under-mentioned benefits:

Four (4) domestic staff comprising:

- a. One Cook/Steward
- b. One Gardener
- c. Two Security guards shall be deployed from the nearest Command
- d. A Driver.

6. ASSISTANT CORPS MARSHAL (ACM)

Any Officer who attains the rank of Assistant Corps Marshal shall on retirement be entitled to the services of two (2) domestic staff comprising:

- a. One Cook/Steward
- b. Driver/Orderly and
- c. A Marshal Guard for 12 hours from the nearest Command.

7. BASIC QUALITIES OF AIDES

For a Staff to be assigned to a retired senior officer, he/she must possess the following qualities.

- a. Honesty.
- b. Neat, Alert and Smart.
- c. Excellent comportment and carriage.
- d. Fluent in spoken English and a good writer.
- e. Shall not have a subsisting disciplinary case as at the time of being considered to the appointment.
- f. Only a Marshal from the rank of RMAIII - DCRMA qualifies to be assigned as an aide.
- g. A staff above the age of 50 years shall not qualify to be assigned as an aide.
- h. An aide shall not be redeployed or posted without the consent of the Senior Officer he is assigned.

8. RESPONSIBILITIES OF AN AIDE:

a. Orderly

Shall be responsible for the following:

- i. Carries the retired senior officer's brief case, luggage and phones.
- ii. Must ensure that the accoutrement of the senior officer is properly fixed to his uniform.
- iii. Reminds his principal of his route and ad hoc appointments.
- iv. Must ensure that all the items/personal effects of the principal are picked on any given trip.
- v. Opens and closes the vehicle of the principal to either enter or alight.
- vi. Carries any other errand that his principal may assign him.

b. Cook

Shall carry out the following responsibilities:

- i. Plans weekly meals.
- ii. Plans ingredients needed to make their weekly menu.
- iii. Ensures weekly check of supply level of ingredients and manage the storage of each item.
- iv. Ensures proper storage of meats, poultry and other perishable items.
- v. Ensures proper storage of meats, poultry and other perishable items.

- vi. Prepares and cooks meals as may be directed.
- vii. Ensures timely cleaning and maintaining of all equipment used in the cooking process and kitchen environment.
- viii. Gives weekly report on the stock, validity of cooking equipment and detergents to the principal.

c. Steward

Shall be responsible for the following:

- i. Liaises with the cook and Retired Senior Officers for specific instructions daily.
- ii. Collects appropriate cleaning materials and equipment promptly.
- iii. Carries out daily checks on equipment to ensure functionality and promptly report any defects/malfunction to Retired Senior Officers.
- iv. Carries out daily cleaning of stoves, ovens, grills, refrigerators as well as brush and washes cloths.
- v. Transports food supplies such as meat, vegetables, fruits and canned foods from store room and return surplus to store room or freezer.
- vi. Sets table and serves the Retired Senior Officer and his visitors meals as directed.

d. Gardener

The responsibilities of a gardener shall be as follows:

- i. Plant trees, flowers and various plants as directed.
- ii. Lawn/mow or cut grass, empties bins, fumigates and rakes leaves as appropriate.
- iii. Ensures that all garden equipment are properly maintained and serviced.
- iv. Applies nutrients to plants and maintains moisture level as at when due.
- v. Gives weekly situation report on garden affairs to his principal.

e. Driver

Shall be responsible for:

- i. Washes and performs morning parade on the vehicle daily.
- ii. Reports any defects in the vehicle as soon as possible to the Retired Senior Officer for repairs.
- iii. Uses and maintains Log Book daily and requests for replacement of the Log Book when the one in use is exhausted.
- iv. Remains at duty post until he is released by Retired Senior Officer.
- v. Responsible for keeping documents related to the vehicle as directed by the Retired Senior Officer.
- vi. Observes safety rules while driving.

9. ACTIONS THAT AIDES ARE BEING PROHIBITED FROM:

Aides shall not do the under listed:

- a. Feign illness, sickness or disability.
- b. Inability to take permission before living place of duty.
- c. Refusing to carry out lawful instructions of their principal.
- d. Divulge official secrets of his principal to journalists, colleagues or others.
- e. Interfere with their principal's discussion.
- f. Peddling rumours or gossip against their principal.
- g. Oversocialize with his principal's children/wife.
- h. Lie and manliger.
- i. Use his principal to gain favour.
- j. Drink or get intoxicated while on duty.
- k. Rough handle/damage his working tools.

10. RIGHTS AND PRIVILEGES OF AIDES

Aides shall enjoy the following rights and privileges:

- a. Must participate in Confirmation/exams.
- b. Regular participation in promotion exercise as and when due.
- c. Regular participation in filling of APERS as and when due.
- d. Embarking on pass and annual leave.
- e. Participating in personnel audit.
- f. Regular participation in training, seminars and courses for improved service delivery when authorised by the Corps.

11. RIGHTS AND PRIVILEGES OF RETIRED SENIOR OFFICER

Retired Senior Officers shall be entitled to the following privileges and rights:

- a. Report any infraction alleged to have been committed by his aide.
- b. Release assigned staff to enjoy his rights and privileges as captured above.
- c. Report the assigned Aides to the nearest Command for disciplinary purposes.

12. ATTRIBUTES OF A RETIRED SENIOR OFFICER:

Principals need to demonstrate key attributes in an exemplary manner:

- a. Must be considerate to the welfare and wellbeing of subordinate.
- b. Must be exemplary in character and behaviour.
- c. Must defend the Aide when he is right and report for disciplinary action when negative attributes are exhibited repeatedly.

13. PROHIBITIONS OF RETIRED SENIOR OFFICERS

Retired Senior Officers shall not have a right to:

- a. Discipline assigned Staff for any alleged offence.
- b. Hinder assigned Staff from enjoying his above named rights and privileges.
- c. Use abusive language on the assigned Staff.
- d. Use his/her aides for purposes for which they were not deployed.

14. FRSC ACTIVITIES ASSIGNED AIDES ARE EXEMPTED FROM

Assigned Aides are exempted from the following activities:

- a. In-house weekly lectures.
- b. Parade.
- c. Monthly walking/jogging exercises.
- d. Test of understanding.

15. FRSC ACTIVITIES ASSIGNED AIDES ARE NOT EXEMPTED FROM

Assigned Aides shall not be exempted from the following:

- a. Completion of annual e-APER Assessment Form.
- b. Completion of annual staff Personal Emolument Form.
- c. Participation in COMPRO Exams.
- d. Promotion Exercise/course.
- e. Annual Leave and passes when necessary.

16. SUPERVISION OF AIDES

Assigned Aides shall be supervised by the Desk Officer (AHR) in the nearest Command where the Retired Senior Officer resides. The Desk Officer reports directly on a monthly basis to DCC Welfare in RSHQ (AHR).

17. CONDITIONS UNDER WHICH RETIRED ACM-CM LOSE SERVICES OF AIDES

Retired Senior Officer may lose the services of aides if such Retired Officer exhibits the following:

- a. Assaults his Aides.
- b. Mental assault on staff.
- c. Sexually seduces/ assaults his staff.
- d. Emotional assault on staff.
- e. Deny, withholds or refuses to oblige the staff his due.
- f. Maltreat Staff in any other form.

18. RESPONSIBILITIES OF RELATED OFFICE

The related Offices shall perform the under listed responsibilities:

CORPS MARSHAL

The CM shall:

- a. Direct CIO to investigate and report on any infraction either by the retired officer or the aides.
- b. Direct for posting, deployment, sanction and withdrawal of assigned staff by the relevant Office.

DEPUTY CORPS MARSHAL ADMINISTRATION AND HUMAN RESOURCES

The DCM AHR shall:

- a. Nominate suitable Marshals for consideration, where the retired officer does not have preference.
- b. Maintain and update nominal roll of staff on assignment.

CORPS INTELLIGENCE OFFICER

The CIO shall:

- a. Profile and recommend staff as the case may be, where the retired officer does not have any staff in mind.
- b. Investigate assigned staff as directed by Corps Marshal.

CORPS PROVOST

The CP shall carry out the following responsibilities in relation to the assigned Staff:

- a. Recommend the detailing of orderlies, where needed.
- b. Investigation.
- c. Settlement of dispute.
- d. Enforcement of Discipline.

19. WELFARE UNIT IN AHR

The Unit is the Desk Office to Retired Senior Officers:

Composition of the Office

- a. Desk Officer for Retired Senior Officer - DCC
- b. Staff Officer for Retired Senior Officer - SRC
- c. Support Staff for Retired Senior Officer - One (1) Clerk
- d. Support Staff for Retired Senior Officer - One (1) Computer Operator

20. Duties and Responsibilities DCC Welfare

The DCC Welfare reports to ACM (Admin) and is responsible for the supervision and coordination of Staff assigned to Retired Senior Officer as follows:

- a. Maintains and updates nominal roll of Aides.
- b. Maintains contact with Aides assigned to Retired Senior Officers.
- c. Disseminates appropriate information to Staff assigned to Retired Senior Officer.
- d. Presents monthly, quarterly and annual reports on staff assigned to Retired Senior Officer.
- e. Carries out periodic checks on Retired Senior Officers to ascertain their wellbeing.
- f. Carries out other functions as may be assigned by DCM (AHR).

21. PROCEDURES FOR COMPLETING THE QUARTERLY ASSESSMENT OF AIDES BY THE RETIRED SENIOR OFFICER

Retired Senior Officer completes the Quarterly Assessment of Aides in triplicate (see Annexure 'A', for the form) and distributes as follows:

- a. Retired Senior Officers.
- b. Supervising Command.
- c. AHR RSHQ.

22. PROCEDURES FOR DISCIPLINE OF AIDES

An Aide shall be disciplined if he commits any infraction in the following procedure:

- a. Retired Senior Officer forwards a formal complaint/ report to Corps Marshal (CM) through the DCM AHR.
- b. CM directs either CIO or Corps Provost Office (CP) for the investigation on the receipt of complaint.
- c. CP or CIO reports to CM after investigation.
- d. CM directs AHR for further disciplinary action based on recommendation and in line with FRSC Regulations on Discipline, 2018.

Note: However, while the investigation is on, suitable replacement shall be sent to the Retired Senior Officer pending the CM's final directive based on CP's or CIO's report.

23. RETIRED SENIOR OFFICERS' RESPONSIBILITIES TO THEIR AIDES

- a. Provide accommodation where the aides are not resident in his retirement home.
- b. Ensure the health, well-being, security and safety of his aides. However where the Retired Officer cannot provide accommodation to his aides, the Retired Officer will be encouraged to pick staff from the near-by command, fill the aides' form and forward to AHR for documentation as in paragraph 21 above.
- c. Notify the CM about the sickness, involvement in Road Traffic Crash (RTC) or any adverse mishap or death of staff.
- d. Mobilize staff to the hospital for medical attention.
- e. Forward progress health report of the aide to CM through the DCM AHR.
- f. Inform the Corps promptly in case of death and AHR to timely process burial benefits.
- g. Liaise with the Corps and the family of deceased for burial.

24. COMPLAINTS BY RETIRED SENIOR OFFICER

Retired Senior Officer shall forward complaint on assigned staff to CM through DCM (AHR) for further directive.

25. REDRESS PROCEDURES

Aides shall seek redress when aggrieved as follows:

- a. Forward their complaint to the DCC Welfare in writing clearly stating their grounds of grievance.
- b. The DCC Welfare shall study the complaint and forward same to DCM AHR for further directive.
- c. DCM (AHR) weighs the complaint and if need be forward same to CM.
- d. CM may direct CIO, CP or any other person he deems fit to investigate the allegation, and then the report is returned.
- e. CM directs appropriately.

26. RESPONSIBILITIES OF DCC WELFARE

The DCC Welfare should be responsible for the administration of staff assigned to Retired Senior Officer as follows;

- a. Collates the database of staff assigned to Retired Senior Officer.
- b. Randomly call some of the aides on their cell phone on monthly basis to update office matters.
- c. Ensures that the nearest Command is informed to monitor the aide(s).
- d. Receives periodic reports from Desk Officer in the aides' nearest Command.
- e. Ensures that staffs do not serve as aides when they have passed the rank of DCRMA and/or passed the age of 50 years.

CONCLUSION

The SOP is put in place to regulate the relationship and the deployment of staff attached to Retired Senior Officers.



FEDERAL ROAD SAFETY CORPS

National Headquarters, Zone 3, Wuse District, Abuja
Administration and Human Resources Department

QUARTERLY ASSESSMENT OF AIDES

STAFF PERSONAL DATA

Full Name (Surname First): _____ Gender _____

Rank: _____ PIN _____

Job Schedule: _____

Name of the Retired Senior Officer: _____

QUALITIES

	A	B	C	D	E
1. Honesty	☐	☐	☐	☐	☐
2. Neatness	☐	☐	☐	☐	☐
3. Alertness and Smartness	☐	☐	☐	☐	☐
4. Comportment and Bearing	☐	☐	☐	☐	☐
5. Competence	☐	☐	☐	☐	☐
6. Punctuality	☐	☐	☐	☐	☐
7. Loyalty	☐	☐	☐	☐	☐
8. Respect	☐	☐	☐	☐	☐
9. Dedication to Duty	☐	☐	☐	☐	☐
10. Self Discipline	☐	☐	☐	☐	☐

Total Mark

Retired Senior Officer

Sign: _____ Date: _____

Supervising Command

Sign: _____ Date: _____

DCM (AHR, RSHQ)

Sign: _____ Date: _____

LEGEND

- A -(10 Marks) Excellent
- B -(8 Marks) Very Good
- C -(6 Marks) Good
- D -(4 Marks) Fair
- E -(2 Marks) Poor