



Policy & Procedure

OUTSOURCING Authorised Representatives

*Version 1.1
Drafted By: Steve Peters
Approved By: Rob Coyte
Approval Date: April 27 2021
Policy Owner: Catherine Huff*

Table of Contents

1. PURPOSE OF POLICY	3
1.2 WHY YOU MIGHT CHOOSE TO OUTSOURCE?	4
1.3 THE ISSUE WITH OUTSOURCING	4
1.4. RECOGNISING THE RISKS WITH OUTSOURCING	5
2. PROCESS FOR SELECTING EXTERNAL SERVICE PROVIDERS	5
3. MONITORING EXTERNAL SERVICE PROVIDERS AND REPORTING PROCESS	6
3.1 MONITORING	6
3.2 Reporting Problems	6
4. MANAGING CONFLICT	7
4.1 REVIEW CRITERIA	8

Shartru Wealth Management Authorised Representative Outsourcing Policy

1. Purpose of Policy

This policy Applies to Outsourcing for the Corporate Authorised Representatives only. There is a separate policy for the Shartru Wealth AFSL.

Shartru Wealth Management Pty Ltd (Shartru) views “outsourcing” as a means of increasing the efficiency and sophistication of operations while minimizing costs. Outsourcing means contracting third parties to perform certain tasks and functions in which these third parties have expertise or specialised resources.

While outsourcing may deliver operating cost reductions, the Authorised Representative should see it as an important way of focusing on its core activities and its legal responsibility to operate its business efficiently, honestly and fairly. The licensee is interested in making sure CAR’s consider all aspects of outsourcing.

There are two aspects to bear in mind when differentiating “outsourcing” from other contracted services:

(i) The first aspect is Significance. An “outsourcing arrangement” is created where Corporate Authorised Representative engages another party to perform a business activity that would otherwise be undertaken by the Corporate Authorised Representative (CAR) and that activity is significant or integral to CAR’s operation or activities as an Authorised Representative - for example, functions such as Marketing, Paraplanning, Client Administration, Website Design and Maintenance, and SMSF Administration.

(ii)

The second aspect is Frequency. While the CAR might approach an IT company to provide periodic information technology services, it only becomes an outsourcing relationship if CAR intends that (or another) firm to perform this function for the CAR on a continual and ongoing basis.

The CAR’s business, reputation and Authorised Representatives License could be jeopardised if its outsourcing arrangements are managed badly. Effective outsourcing is a key issue for Shartru Wealth, as an AFS Licensee, and Shartru Wealth recognizes the need for CAR’s and Authorised Representatives to establish clear and definitive processes to select, manage and monitor the ongoing performance of external parties to whom certain functions are outsourced. Shartru Wealth is assisting CAR’s by having a standardised agreement to use which helps CAR’s in making sure the relevant points of Outsourcing are covered. All Outsourcing should be via an outsourcing agreement and approved by compliance.

1.1 Related Policies ,Documents and Legislation

- Conflicts of Interest Policy,
- Shartru Adviser Outsourcing Policy,
- Privacy Policy,
- Authorised Representative Generic Outsourcing agreement template,
- Breaches Policy

1.2 Why you might choose to outsource?

A CAR may outsource functions if it believes that doing so is more efficient or better for its business and clients, giving it the flexibility to manage its business by increasing service quality while decreasing overall cost and time involved.

Outsourcing recognises that certain functions require specialist skills, technical knowledge or dedicated time resources which the CAR may lack. Outsourcing frees up Authorised Representative's internal resources and reduces or eliminates its investment in non-core activities. By outsourcing, The CAR may seek to better manage its obligations and provide better and more focused professional financial services to clients. In some cases, CAR's can gain substantial benefits from partnering with an external partner and leveraging off their expertise and their objective assessment of an AR's processes. For example, by retaining a dedicated outsourced Paraplanning or SMSF Administration, the CAR can gain access to specialists in many areas which can only benefit the CAR's business sometimes in time and costs by allowing it to concentrate on its core business of getting new clients and servicing its existing clients.

1.3 The issue with outsourcing

While outsourcing presents clear and quantifiable benefits, outsourcing also presents several inherent risks, such as vulnerability to poor performance and the potential dependency on third party service providers especially in sharing sensitive client data. Accordingly, the CAR needs to accept that managing (selecting, monitoring and terminating) outsourcing arrangements is one of its main responsibilities as a CAR. With the use of third-party providers to assist the CAR to operate as a Representative, the CAR should recognise that it should:

- Do due diligence on the selected third party before appointing them.
- Set up to regularly monitor third party provider's ongoing performance; and
- promptly deal with any service issues that may negatively impact the CAR's clients, its business and its Licensee Business.

Outsourcing functions to a third party are not a means by which a CAR seeks to avoid its obligations, rather there is recognition that the CAR remains responsible for the activities of the outsourced service providers. Shartru Wealth suggests a range of measures, processes and procedures in place for its Authorised Representatives in considering outsourcing arrangements which adequately meet its obligations. They include:

- have an agreement in writing that instructs what services will be outsourced
- how information will be exchanged(considering Privacy and Cybersecurity)
- communicate clear service standard and expectations with the outsourcing party
- conduct regular meetings with the outsourcing party
- review regularly
- undertake pilots/trials to get feedback on outsourcing partner where possible
- Consult with other advisers or Shartru Wealth for suggestions of good outsource partners

1.4. Recognising the risks with outsourcing

Outsourcing can deliver considerable benefits to a Shartru Wealth CAR, however poor performance, inadequate service and breaches by external service providers may impact on the efficient, honest and fair operation of its financial services business. This may result in:

(i) Adverse publicity

One of the most significant risks for any licensee, representative, or authorised representative is the risk of adverse publicity and loss of a clean and good reputation. It is especially important the privacy of client data and cyber security be top of mind in any outsourcing arrangement.

(ii) Regulatory intervention

Another consequence is that Shartru Wealth's AFS license may be revoked or prejudicially varied by the Australian Securities & Investments Commission (ASIC). It is important the outsourced party understands the how highly regulated financial advice is and this important when outsourcing any Marketing to a Third Party.

(iii) Loss of License

Perhaps the most significant risk for any AFS licensee is that a failure to manage and report breaches may jeopardise its license. It is critical that Shartru and all Authorised Representatives understand Shartru Wealth's role and responsibility for reporting and managing breaches. Sometimes things go wrong but prompt reporting and acting upon a breach are just as important, no incident can go unreported, and the outsourced supplier needs to be honest and transparent in their dealings with the CAR.

2. PROCESS FOR SELECTING EXTERNAL SERVICE PROVIDERS

Shartru Wealth Compliance is ultimately responsible for overseeing each Authorised Representative's appointment of external service providers prior to doing so. Compliance will ensure that:

- a) appropriate and reasonable enquiries are made of the potential service providers
- b) an agreement has been drawn up using the Shartru Wealth template outlining the outsourcing arrangements
- c) references are sought from other known users wherever possible;
- d) CAR is satisfied with regards to the service provider's capacity to carry out the delegated outsourced function and has controls in place to monitor outcomes
- e) Security of client data and cybersecurity has been considered.
- f) If the outsourcing partner is a related party of the CAR consider any conflicts and how these should be managed prior to entering an agreement.

3. MONITORING EXTERNAL SERVICE PROVIDERS AND REPORTING PROCESS

3.1 Monitoring

The CAR needs to recognise the risks inherent in outsourcing operations and functions and so needs to ensure there is proactive monitoring of the performance and delivery of services. Depending on the extent of services being provided the CAR will need to judge the level of monitoring required to ensure the CAR has the ability for a quick response and application of corrective action upon discovery of any unsatisfactory delivery of services.

If the third-party provider is going to have direct contact with your clients, you need to make sure you have mechanisms in place so that your clients don't become your quality control filter.

In early stages it may mean all outsourced work goes through your office for a final check before going to clients, until such time as you gain confidence the third party understands their obligations and can send direct to clients.

Your reputation and that of Shartru Wealth is always at risk

3.2 Reporting Problems

The provision of financial services efficiently, honestly and fairly by Shartru is central to its philosophy and maintenance of its AFSL. If any CAR of Shartru Wealth becomes aware of any issue or problem that relates to the performance of an outsourced service they have engaged they are encouraged to bring it to the attention of Shartru Wealth Compliance immediately. It's important CAR's understand we have a culture of early reporting of problems within Shartru Wealth in order that potential and actual problems are identified early and corrected.

To assist in achieving the efficient, honest and fair provision of financial services by Shartru Wealth the reporting in relation to a CAR's external service providers will include:

- Reporting by CAR's of poor service standards or breaches of agreements by the external service provider and what remedies were taken to correct matters, be made to Shartru Wealth Compliance.
- External service providers who fail to deliver on agreed terms the CAR may have to consider terminating them immediately to limit any damage, and alternative service providers will need to be sought.
- If the failure by the external services providers causes the CAR to be non-compliant, and in turn affects Shartru Wealth under the Corporations Act or its license conditions, then ASIC may need to be immediately informed. Similarly, if a client is seriously impacted, the CAR and Shartru Wealth will immediately take steps to rectify the situation, failing which, ASIC may also need to be informed.

4. MANAGING CONFLICT

Shartru Wealth recognises that conflicts may emerge in a CAR's relationship with its outsourced service providers. It is anticipated that conflicts likely to emerge may relate to:

- Performance (service quality and service delivery levels);
- Adequacy of service;
- Disagreement on contractual terms; and
- Conflicts of interest (confidentiality and inherent competition).
- Related party of the CAR, it's representatives or employees.

To assist in managing these conflicts effectively The CAR should, prior to the appointment of a service provider, require the service provider to disclose any potential conflicts of interest. CAR's are to notify Shartru Wealth of any conflict of interest that it may become aware of and how this conflict is proposed to be dealt with. If a conflict of interest exists, this should be notified to Shartru Wealth Compliance and will be noted in a register for the CAR maintained by Shartru Wealth Compliance and reviewed in audits. Details of conflicts may also need to be disclosed in the FSG and SOA.

Where possible, Shartru Wealth's intention is to propose solutions. If the conflict cannot be resolved either via this process or in accordance with the mechanisms outlined in the service level agreements, Shartru Wealth may advise the CAR to either re-negotiate terms and conditions or terminate the arrangements altogether.

4.1 Review Criteria

The review of all outsourcing arrangements should be done periodically a review should consider the following criteria:

Criteria	Result
Timeliness of service delivery	
Responsiveness and understanding of trends	
Industry developments	
Communications standards	
Pricing and market competitiveness	
Dispute resolution performance	
Disaster recovery performance	
Any conflict of interest that may have arisen	
Level of expertise	

Appendix – Agreement Template

BETWEEN

AND

SERVICE PROVIDER

DATED:

OUTSOURCING SERVICES AGREEMENT

**THIS OUTSOURCING SERVICES AGREEMENT IS ENTERED AND AGREED
UPON
AS OF THIS DAY OF
202
BETWEEN (CAR)**

“Authorised Representative”

AND

“SERVICE PROVIDER”

This Agreement sets out General Terms and Business between the Parties:

The Scope of work the Service Provider will provide to the Authorised Representative

are the services and products contained in Schedule 1 and in accordance with the

fees in Schedule 2:-

1. Each party will retain all right, title and interest in and to its own Pre-Existing Intellectual Property irrespective of any disclosure of such Pre-Existing Intellectual Property to the other party, subject to any licences granted herein

Pre-Existing Intellectual Property

2. The service provider will not provide any third party Pre-Existing Intellectual Property in connection with this Agreement unless the Service Provider has the right to use it for the Authorised Representative’s benefit. If the Service Provider, is not the owner of such Pre-Existing Intellectual Property, the Service Provider will obtain from the owner any rights as are necessary to enable the Service Provider to comply with this Agreement.

3. The Service Provider grants the Authorised Representative a non-exclusive royalty-free world wide perpetual and irrevocable license Pre-Existing Intellectual Property to the extent that such Pre-Existing Intellectual Property is incorporated into any produce with a license including the right to make, have made, sell, use, reproduce, modify, adapt, display, distribute,

make other versions of and disclose the property and to sublicense others to do these things.

4. The Service Provider will not incorporate any materials from a third party into any service or produce unless:-

- (i) The Service Provider clearly identifies the specific elements of the services or products to contain third party materials;
- (ii) The Service Provider identifies the corresponding third party licenses and any restrictions on use thereof, and approval is given by the Authorised Representative in writing. The Service Provider represents, warrants and covenants, compliance and shall continue to comply with all third party licenses (including all open source licenses) associated with any software components that will be included in the services and products or any other materials supplied under this Service Agreement.

Ownership of Products

5. Subject to the Service Provider and third party rights in Pre-Existing Intellectual Property, all products, despite status are the property of the Authorised Representative. The Service Provider agrees that Authorised Representative will own all patents, inventor's certificates, utility models or other rights, copyrights or trade secrets covering the products and will have full rights to use the products without claim for additional compensation and without challenge, opposition or interference by said the said Service Provider. The Service Provider will sign any necessary documents and will otherwise assist Authorised Representative in securing, maintaining and defending copyrights or other rights to protect the products in any country.

No Rights to Customer Intellectual Property

7. Except for the limited license to use materials provided by the Authorised Representative as may be necessary in order for the Service Provider to perform services under this Contract. The Service Provider is granted no right, title or interest in any Authorised Representative Intellectual Property.

Confidential Information

8. For the purpose of the Agreement “Confidential Information” shall mean information or material proprietary to a Party or designated as confidential by such Party (the “disclosing Party”), as well as information about which a Party (the “Receiving Party” obtains knowledge or access, through or as a result of this Agreement (including information conceived, originated, discovered or developed in whole or in part by the Service Provider hereunder). Confidential Information does not include:

- (a) Information that is or becomes publicly known without restriction and without breach of this Agreement or that is generally employed by the trade at or after the time the Receiving Party first learns of such information;
- (b) Generic information or knowledge which the Receiving Party would have learned in the course of similar employment or work elsewhere in the trade;
- (c) Information the Receiving Party lawfully receives from a third party without restriction on disclosure and without breach of a non-disclosure obligation;
- (d) Information from Receiving Party rightfully knew prior to receiving such information from the Disclosing Party to the extent such knowledge was not subject to restrictions on further disclosure; or
- (e) Information the Receiving Party develops independent of any information originating from the Disclosing Party.

Authorised Representative Confidential Information

9. The following constitute Confidential Information of the Authorised Representative and should not be disclosed to third parties:

The products, discoveries, ideas, concepts, software in various states of development, designs, drawings, specifications, techniques, models, data, source code, source files and documentation, object code, documentation, diagrams, flow charts, research, development processes, procedures, “know-how”, marketing techniques and materials, marketing and development plans,

customer names and other information related to customers, price lists, pricing policies and financial information, this Agreement and the existence of this Agreement and any work assignments authorised or issued under this Agreement.

10. The Service Provider will not use the Authorised Representative's name, likeness, or logo (Customer's "identity") without the Authorised Representative's prior written consent, to include use or reference to the Authorised Representative's identity, directly or indirectly, in conjunction with any other clients or potential clients, any client lists, advertisements, news releases or releases to any professional or trade publications.

Non-Disclosure

11. The Parties hereby agree that during the term hereof and at all time hereafter and except as specified permitted herein or in a separate writing by the Disclosing Party, the Receiving Party shall not use, commercialise or disclose Confidential Information to any person or entity. Upon termination, or at any time upon the request of the Disclosing Party, the Receiving Party shall return to the Disclosing Party all Confidential Information, including all notes, data, reference materials, sketches, drawings, memorandums, documentations and records which in any way incorporate Confidential information.

Right to Disclose

12. With respect to any information, knowledge, or data, disclosed to the Authorised Representative by the Service Provider, the Service Provider warrants that it has full and unrestricted right to disclose the same without incurring legal liability to others, and that the Authorised Representative shall have full and unrestricted right to use and publish the same as may see fit. Any restrictions on the Authorised Representative use of any information, knowledge, or data disclosed by the Service Provider must be made known to the Authorised Representative as soon as practicable and in any event agreed upon before the start of any work.

13. The Service Provider represents that its execution and performance of this Contract does not conflict with or breach any contractual, other obligations in which provider is committed to. The Service Provider shall not accept any work from the Authorised Representative or work from any other business organisations or entities which would create an actual or potential conflict of interest for the Service Provider or which is detrimental to the Authorised Representative's business interests.
14. The Authorised Representative may terminate this Agreement and/or an individual project for its convenience, without liability at any time, upon prior written notice to the Service Provider.
15. The Service Provider may terminate this Agreement upon 30 days prior written notice provided there are no services in progress during that period.
16. The Authorised Representative may terminate this Agreement and/or any open projects immediately for cause if the Service Provider fails to perform any of its obligations under this Agreement or if a breach of any of the warranties provided herein and fails to correct such failure or breach to the Authorised Representative's reasonable satisfaction with ten (10) calendar days (unless extended by The Authorised Representative. The Authorised Representative shall be entitled to seek and obtain all remedies available to it in law or in equity.
17. Upon termination of any project or work given the Service Provider hereunder, the Service Provider will immediately provide the Authorised Representative with any and all work in progress or completed prior to the termination date. As The Authorised Representative's sole obligations to the Provider resulting from such termination, the Authorised Representative will pay an equitable amount as determined by the Authorised Representative for the partially completed work in progress and the agreed to price for the completed Services and/or products provided and accepted prior to the date of termination.
18. Upon termination or expiration of this Agreement or a project performed by the Service Provider hereunder, whichever occurs first, the Service

Provider shall promptly return to the Authorised Representative all materials provided by Authorised Representative under this Agreement and all Confidential Information provided by the Authorised Representative.

19. Any provision or clause in this Agreement that, by its language or context, implies its survival shall survive any termination or expiration of this Agreement.

The Service Provider warrants that:

20. The Services and products are original and do not infringe upon any third party's patents, trademarks, trade secrets, copyrights or other proprietary rights.

21. It will perform the Services hereunder in a Professional and workmanlike manner.

22. The products provided to the Authorised Representative, of acceptable quality free from defects in material and workmanship and will meet the requirements and conform with any specifications agreed between the parties.

23. It has all necessary permits and is authorised to do business in all jurisdictions where Services are to be performed.

24. It will comply with all applicable Commonwealth, State and Territory jurisdictional laws in performing the Services.

25. It has all rights to enter into this Agreement and there are no impediments to the ability of execution of this Agreement.

except as set forth in this section below, in no event will either party be liable for any special, indirect, incidental or consequential damages nor for loss of data, profits or revenue, cost of capital or downtime costs, nor for any exemplary or punitive damages, arising from any claim or action, incidental or collateral to, or directly or indirectly related to or in any way connected with, the subject matter of the agreement, whether such damages are based on contract, tort, statute, implied duties or obligations, or other legal theory, even if advised of the possibility of damages.

notwithstanding the foregoing, any purported limitation or waiver of liability shall not apply to contractor's obligations under the indemnification or confidential information sections of this agreement or either party's liability to the other for personal injury, death or physical damage to property claims.

INSPECTION AND ACCEPTANCE

1. **Non-Conforming Services and Deliverables.**

If any of the Services performed or products delivered do not conform to specified requirements, the Authorised Representative may require the Service Provider to perform the Services again or replace or repair the non-conforming products in order to bring them into full conformity with the requirements, at the Providers sole cost and expense. When the defects in Services and/or products cannot be corrected by re-performance, the Authorised Representative may:

- (a) Require the necessary action to, at the Service Providers own cost and expense, to ensure that future performance conforms to the requirements and/or:
- (b) reduce any price payable under the applicable project to reflect the reduced value of the Services performed and/or products delivered by the Service Provider and accepted by the Authorised Representative.

2. If the Service Provider fails to promptly conform the Services and/or products to defined requirements or specifications, or take action deemed by the Authorised Representative to be sufficient to ensure future performance of the project in full conformity with such requirements, the Authorised Representative may:

- (a) by Contract or otherwise, perform the services or subcontract to another Service Provider to perform the Services and reduce any price payable by an amount that is equitable under the circumstances and charge the difference in re-procurement costs back to Service Provider being the party to this Agreement and/or
- (b) terminate the project and/or this Agreement for default.

3. The Service Provider shall maintain adequate insurance coverage and minimum coverage limits for its business as required by an applicable law or regulation, including Workers' Compensation insurance as required by any applicable law or regulation, or otherwise as determined in its reasonable

discretion. The Service Provider's lack of insurance coverage shall limit any liability under this Agreement.

MISCELLANEOUS

Assignment.

i. The Service Provider shall not assign any rights of this Agreement or any other written instrument related to Services and/or products provided under this Agreement, and no assignment shall be binding without the prior written consent of the Authorised Representative. Subject to the foregoing, this Agreement will be binding upon the Parties' heirs, executors, successors and assigns.

Governing Law

ii. The Parties shall make a good-faith effort to amicably settle by mutual agreement any dispute that may arise between them under this Contract. The foregoing requirement will not preclude either Party from seeking injunctive relief as it deems necessary to protect its own interests. This Contract will be construed and enforced in accordance with the laws of the **State of New South Wales**.

Dispute Resolution

iii. A. If any dispute arises out of this Agreement (Dispute) a party to the Agreement must not commence any court or arbitration proceedings unless the parties to the Dispute have complied with the following paragraphs of this clause except where a party seeks urgent interlocutory relief.

B. A party to this Agreement claiming that a Dispute has arisen out of or in relation to this Agreement must give written notice (Notice) to the other party to this Agreement specifying the nature of the Dispute.

C. If the parties do not agree within 14 days of receipt of the Notice (or such further period as agreed in writing by them) as to:

- and
- (a) the dispute resolution technique (eg expert determination) procedures to be adopted;
 - (b) the timetable for all steps in those procedures; and
 - (c) the selection and compensation of the independent person required for such technique;

The parties must mediate the Dispute in accordance with the Mediation Rules of the Law Society of New South Wales, and the President of the Law Society of New South Wales or the President's nominee will select the mediator and determine the mediator's remuneration.

Severance

iv. If any part of this Agreement is invalid or unenforceable, the Agreement does not include it. The remainder of this Agreement continues in full force.

Independent Contractor

v. Nothing contained in this Agreement shall create an employer and employee relationship, a master and servant relationship, or a principal and agent relationship between the Service Provider and the Authorised Representative. The Authorised Representative and the Service Provider agree that the Service Provider is, and at all times during the Agreement shall remain an independent Contractor.

Force Majeure

vi. Neither Party shall be liable for any failure to perform under this Agreement when such failure is due to causes beyond that Party's reasonable control, including, but not limited to, acts of state or governmental authorities, acts of terrorism, natural catastrophe, fire, storm, flood, earthquakes, accident, and prolonged shortage of energy. In the event of such delay the date of delivery or time for completion will be extended by a period of time reasonably necessary by both the Service Provider and the Authorised Representative. If the delay remains in effect for a period in excess of thirty days, the Authorised Representative may terminate this Agreement immediately upon written notice to the Service Provider.

Entire Contract

vii. This document and all attached or incorporated documents contains the entire Agreement between the Parties and supersedes any previous understanding, commitments or agreements, oral or written. Further, this Agreement may not be modified, changed or otherwise altered in any respect except by a written agreement signed by both Parties.

Costs

viii Each party must pay its own legal costs and disbursements in relation to the negotiation, preparation and completion of this Agreement and other documents referred to in it, unless expressly stated otherwise. Each party acknowledges that, in relation to this Agreement, they:-

- (a) have read the terms of this Agreement and understand the same;
- and
- (b) have obtained, or have waived their right to obtain independent legal advice in respect of the effect and impact of this Agreement.

Privacy Obligations

ix. ANY Personal information will only be used for the purpose which is collected in accordance with the Privacy Act 1988 (Cth) the Authorised Representative manages and protects all information in accordance with its privacy policy, a copy of which can be provided at the request of the Service Provider.

Notices

x. Where a notice is served upon either party pursuant to the provisions of this Agreement such notice must be sent to the other party at the postal address or email address noted herein. Each communication (including each notice, consent, approval, request and demand) under or in connection with this Agreement is taken to be received by the addressee:-

- (a) (in the case of pre-paid post sent to an address in the same country) on the third day after the date of posting;
- (b) (in the case of pre-paid post sent to an address in another country) on the fifth day of the date of posting by airmail;

(c) (in the case of e-mail) at the time of successful receipt by the recipient (as may be evidenced by, but not limited to, the transmission of an automatic electronic read receipt from, or a manual acknowledgement by, the recipient) and

(d) (in the case of delivery by hand) on delivery but if the communication would otherwise be taken to be received on a day that is not a working day or after 5.00 pm, it is taken to be received at 9.00 am on the next Business Day.

Sending material Electronically

xi. The Authorised Representative will be able to send and receive documents electronically however as such transmission is not secure it may be copy recorded or interfered with by third parties or lost in transit. If any request is made to transmit any document electronically the Service Provider releases the Authorised Representative from any claim it may have from any result of any unauthorised copying recording, reading or interference of that document or for any delay or on delivery of any document and for any damage caused to any system or file

SCHEDULE 1

SCOPE OF WORK AND TIMEFRAME

Corporations Act)

.....
Signature of Authorised Representative

.....
Print Name

.....
Date

Executed for and on behalf of)

In accordance with Section 127 of the)
Corporations Act)

.....
Signature of Sole Director and Sole Secretary

.....
Print Name

.....
Date