

Monitoring - Outsourcing

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|-----------------------------------|
| ID: |
| Title of third party procurement: |
| Category: |
| External service provider: |
| Business owner: |
| Reporting period: |

| | |
|---|-------------------------------------|
| 1 | Risk assessment |
| | <input type="checkbox"/> |
| | <input checked="" type="checkbox"/> |
| | <input type="checkbox"/> |
| | |
| 2 | Contractually |
| | <input checked="" type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | |
| 3 | Significant de identified. |

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|---|---|
| | <input type="checkbox"/> |
| | <input checked="" type="checkbox"/> |
| | |
| 4 | Errors have all correction of |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input checked="" type="checkbox"/> |
| | |
| 5 | There were re |
| | <input type="checkbox"/> |
| | <input checked="" type="checkbox"/> |
| | |
| 6 | There are risk reports) or otl |
| | <input type="checkbox"/> |
| | <input checked="" type="checkbox"/> |
| | |
| 7 | There are spe assessment of transfer of reg |

| | |
|---|-------------------------------------|
| | <input type="checkbox"/> |
| | <input checked="" type="checkbox"/> |
| | |
| 8 | The contractu |
| | <input checked="" type="checkbox"/> |
| | <input type="checkbox"/> |
| | |

Summary :

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|---|----------|
| In summary, the risk content o documents or taking into acco | |
| <input type="checkbox"/> | Low |
| <input checked="" type="checkbox"/> | Medium |
| <input type="checkbox"/> | High |
| | Comment: |

06/04/2021

Date and Signature

Outsourcing

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|---|
| A-102 |
| Google GSuite (Google Workspace) |
| Outsourcing |
| Google Ireland Limited |
| Juha Ristolainen, Chief Technology Officer / Head of IT, Tech |
| 01.01.2021 - 31.03.2021 |

ent of the outsourcing fact can be confirmed or must be changed.

The outsourcing is still to be considered "material".

The outsourcing can no longer be rated as "material".

The classification of the outsourcing issue must be changed to "material".

Comment:

agreed reports have been made available.

Yes, reports were provided.

Yes, reports were provided, but contained (substantial) errors.

No, reports were not provided.

Comment especially if the answer to the question is yes:

iciencies or damages for Tokn GmbH in connection with the service provided have been

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| Yes, significant weaknesses have been identified. |
| No, no significant weaknesses were found. |
| Comment especially if the answer to the question is yes: |
| ways been corrected by the provider in a timely manner, or an appropriate plan for errors is available. |
| Yes, errors were always corrected by the provider in time. |
| No, errors were corrected by the provider but not in time. |
| No, errors were not corrected by the provider in time. |
| No significant defects were found. |
| Comment: |
| asonable customer complaints in connection with the provision of the service. |
| Yes, there have been reasonable customer complaints. |
| No, there have been no reasonable customer complaints. |
| Comment especially if the answer to the question is yes: |
| -relevant findings from reports (e.g. from the Provider's internal audit or external audit her sources (e.g. from the Internet or the press) regarding the provision of services. |
| Yes, there are risk-relevant findings with regard to the service. |
| No, there are no risk-relevant findings regarding the service. |
| Comment especially if the answer to the question is yes: |
| cific new risk-relevant findings with regard to the provider which have an impact on the risk f the provider and/or the contractual relationship in general (e.g. changes in company law, gistered office, financial circumstances, sale of parts of the company, relocation, etc.) |

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| Yes, there are new risk-relevant findings regarding the service provider. |
| No, there are no new risk-relevant findings regarding the service provider. |
| Comment especially if the answer to the question is yes: |
| Contractually agreed service levels were met. (see annex) |
| Yes, the contractually agreed service levels were met |
| No, the contractually agreed service levels were not met |
| Comment: |

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| If the outsourcing matter is to be assessed as follows (if necessary with reference to the above-mentioned findings) |
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Juha Ristolaine