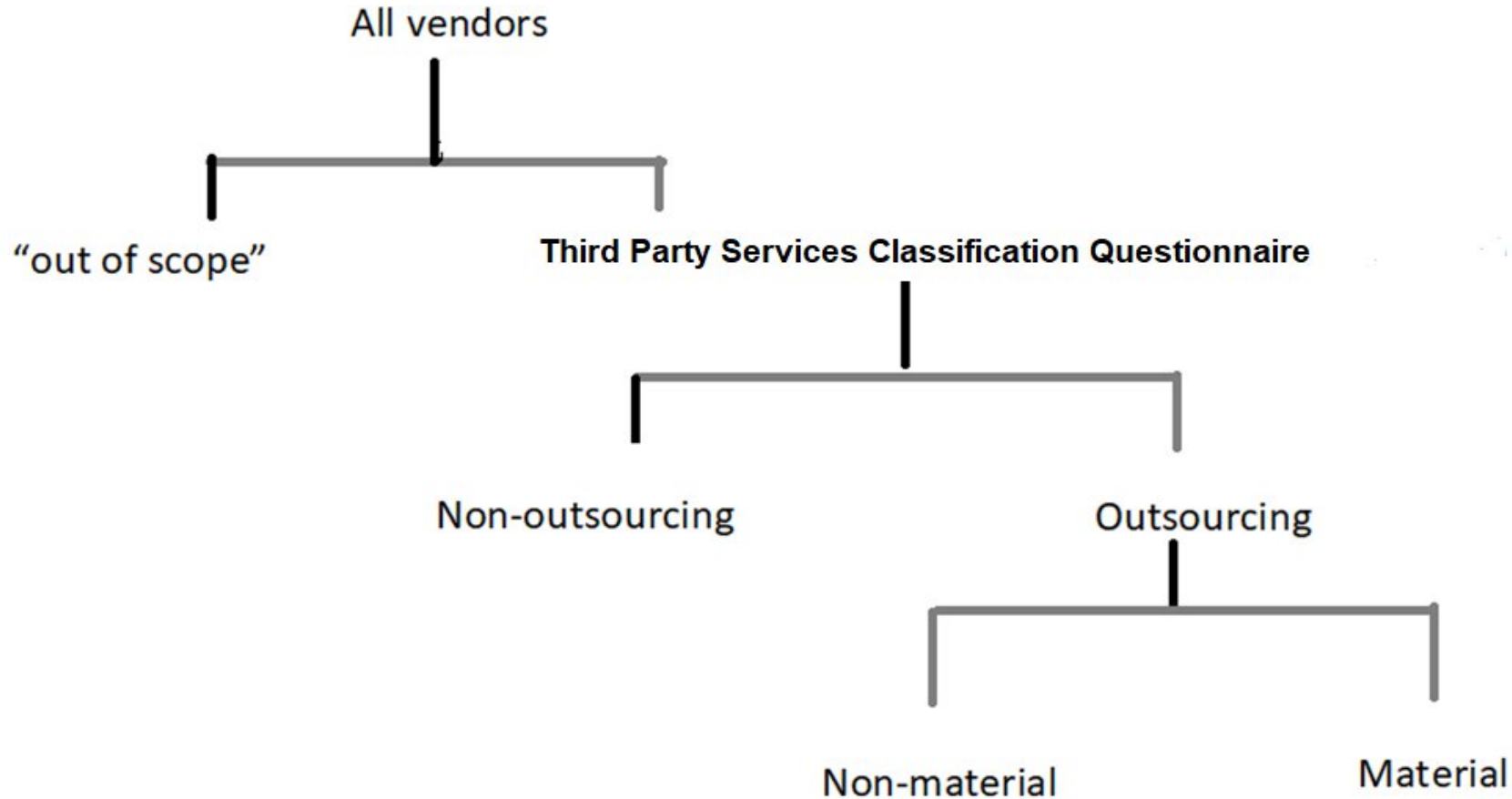


# Procurement & Outsourcing Refresher

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## Diagram for Vendor Engagement



GNS screening is required for all vendors prior to engaging their services

## Out of Scope Categories

<b>Building Contractors (e.g. Interior Design, Office Renovations)</b>
<b>Charitable Institutions (e.g. Charity, Donations)</b>
<b>Event Coordinators and Venues</b>
<b>Facilities / Building Maintenance &amp; Servicing (e.g. Lift Servicing, Plumbing)</b>
<b>Food and Beverages (e.g. Restaurants, Catering)</b>
<b>General Office Supplies / Goods (e.g. Stationeries, Pantry Supplies)</b>
<b>Government and Statutory Boards (e.g. CPF, IRAS, MOH)</b>
<b>Housekeeping Services (e.g. Gardening, Cleaning, Pest Control)</b>
<b>IT Hardware (e.g. Printer, Computer, Phone and Accessories)</b>
<b>Real Estate (e.g. Office Rent)</b>
<b>Security Services (e.g. Security Guard)</b>
<b>Transport and Logistics (e.g. Grab, ComfortDelgro)</b>
<b>Utilities (e.g. Leased Lines, Telecom, Internet, Electricity)</b>
<b>Introducer Arrangement/Agreement</b>
<b>Employees under any form of contract with Singlife</b>
<b>Novation agreements</b>
<b>Agreements where Singlife is the Service Provider and not the Service Recipient (e.g. Fund Houses / Distribution Partnerships / Tripartite Agreements)</b>

# Roles & Responsibilities of Supplier Owner

(i.e., Supplier Owner who owns/manages an outsourcing arrangement)



## Pre-Onboarding

- Complete outsourcing assessment via the “**Third Party Services Classification**” questionnaire to determine if the service would constitute as outsourcing per MAS Outsourcing Guidelines criteria
- Complete pre-onboarding “**Outsourcing Due Diligence**” or “**Outsourcing Additional Services Due Diligence**” checklist
  - Includes “Materiality Assessment” of outsourcing arrangement
  - Includes Sub-Contracting Framework (i.e. 4<sup>th</sup>-Party Questionnaire ) to review Service Provider’s dealing with sub-contractors and plan to sub-outsource whole or part of the outsourcing service to sub-contractor ⚠ *Note: Service Provider is required to obtain Singlife’s approval prior to engaging a sub-contractor*
  - Includes Sanction Screening on Service Provider’s Entity, Shareholders and Board of Directors
  - Includes review on Service Provider’s Financial Stability, Physical Security, Data Protection, BCM, Sustainability, TPISA, etc.
- Obtain Supplier Governance Committee approval ⚠ *Applicable only for NEW material outsourcing arrangement*
- Engage Legal for contract drafting and execution

## Periodic Monitoring & Control

- Conduct “**Materiality Assessment**” annually
- Complete **Annual Monitoring & Control (AMC)** exercise ⚠ *Frequency: Annually for Material, Once every 3 years for Non-Material*
  - Includes the Supplier Questionnaire to review the Service Provider’s Physical Security, Data Protection, BCM, Sustainability as well as TPISA assessment ⚠ *Note: May require a Video Call/Site Visit to be conducted for sighting of Service Provider’s documents/evidences*
  - Includes Sub-Contracting Framework (i.e. 4<sup>th</sup>-Party Questionnaire) ⚠ *Note: Service Provider is required to obtain Singlife’s approval prior to engaging a sub-contractor*
- Participate in quarterly **Outsourcing Management & Control Group (OMCG)** meeting
- Provide **quarterly SLA updates** (i.e. Service Provider’s performance, SLA breaches, Risk Events, etc.) for reporting to the Supplier Governance Committee
- Provide “**Year End Supplier Performance Evaluation**” for reporting to Board

## Termination







- Execution of Exit Plan
- Complete “**Termination Review Checklist**”
- Inform P&O team



# Types of Outsourcing Templates

Updated as of 1 Nov 2023



Checklist Type	When to use	Latest version	Where to obtain the checklists / templates
<b>Third Party Services Classification Questionnaire</b>	For onboarding of any new services and/or service provider to classify/assess if (1) the service would constitute as “Outsourcing”; and (2) whether the service needs to be subjected to the TPISA and TPDPIA process	1.6	 Third Party Services Classification C
<b>Outsourcing Due Diligence Checklist</b>	For onboarding of a new outsourcing service provider	10.7 <b>Updated</b>	 Singlife Outsourcing Due Diligence
<b>Outsourcing Additional Services Due Diligence Checklist</b>	For engagement of additional outsourcing service(s) with an existing outsourced service provider <u>OR</u> change of outsourcing arrangement from Non-Material to Material	3.6 <b>Updated</b>	 Singlife Outsourcing Additional S
<b>Materiality Assessment of Outsourcing Arrangement Template</b>	For re-assessment of the materiality for all outsourced service providers and related sub-contractors on an annual basis	1.1	 Singlife Materiality Assessment of
<b>Annual Monitoring &amp; Control (AMC) Checklist</b>	For subsequent periodic outsourcing reviews post-onboarding <b>Frequency:</b> Annually for Material, Once every 3 years for Non-Material	3.3	 Singlife Outsourcing Monitoring a
<b>Supplier Questionnaire</b> (fka. Vendor Inspection Supplier Pack)	To be completed as part of the AMC exercises Template is embedded in Section 2.11 of the AMC checklist	2.3	 Singlife Supplier Questionnaire_v2.3
<b>Fourth Party Questionnaire</b>	For declaration of Service Provider’s sub-contractors (i.e. Fourth Parties) as part of the Due Diligence or AMC exercises <b>Definition of sub-contractors:</b> means an arrangement where a service provider which has an outsourcing arrangement with Aviva Singlife, further outsources the services or part of the services covered under the outsourcing arrangement to another service provider.	1.7	Template is embedded in the relevant section of the Due Diligence checklists and AMC checklist