

## 1. Service Overview

The Information Security Manager Service provides you with an outsourced, key member of your information security team. The Service is designed to assist you in developing and implementing your cyber security policies and procedures.

Our Information Security Manager reports to your CISO and will assist you with the day-to-day management of your cyber security operations.

## 2. Service Features

We will provide you with access to our cyber security consultancy resources with the qualifications and the seniority level appropriate to assist you with your information security requirements as agreed with you.

As part of the Information Security Manager Service, we will discuss your specific requirements with you and provide you with a specific pool of days as agreed with you in your SoW. Your pool of days can be used for an initial discovery or assessment followed by regular engagements at an agreed frequency. You can use this pool of days for assistance with executing your information security strategy, including assistance with:

- (a) Implementation of the cyber security strategy developed by the CISO;
- (b) Implementation of policies and procedures related to confidentiality, integrity and availability of your organisation's assets;
- (c) Conduct risk assessments;
- (d) Conduct testing and assessments to help you in identifying potential threats and vulnerabilities to your organisation's information assets;
- (e) Regular vulnerability assessments and penetration testing;
- (f) Oversight of security projects, such as the implementation of new security tools; and
- (g) Oversight of security events and alerts, participating in security bridges, agreeing and implementing remediation plans.

### 2.1 Information Security Manager Capabilities

We will provide access to our consultancy resources for the provision of the Information Security Manager during the term of the Service. We can agree a specific schedule with you in accordance with Section 5.1. The number of days consumed will be deducted from your pool of days allowance.



We will discuss your specific requirements with you and assign you resources with the appropriate level of experience required to assist you with your specific objectives.

Our internal consultancy team is experienced in:

- (a) Delivery of cyber security policies and procedures;
- (b) Performance of audits and risk assessments;
- (c) Development and delivery of cyber security training;
- (d) Delivery and maintenance of cyber security incident plans; and
- (e) Development of disaster recovery and business continuity plans for cyber security incidents.

The resources assigned to your Service will have access to our wider internal team of cyber security subject matter experts if required.

Any days that you require us to provide in addition to the allowance agreed with you and set out in your SoW will require a separate Order Form.

As a standard and unless otherwise agreed with you in your SoW, the Information Security Manager will work remotely.

Unless otherwise agreed with you in your SoW, our Information Security Manager consultant will work 7.5 hours on each day included in your allowance. Please note that only full days or half days will be deducted from your allowance regardless of whether you require your Information Security Manager for shorter periods of time. For example, if you require your Information Security Manager for less than 3.75 hours, we will deduct 0.5 day from your allowance. If you require your Information Security Manager for more than 3.75 hours but less than 7.5 hours, we will deduct one (1) full day from your allowance.

### 3. Service Implementation

The implementation activities for the Service are as follows:

| Service Implementation                                                                                                                         | Us | You |
|------------------------------------------------------------------------------------------------------------------------------------------------|----|-----|
| We will set up an initial meeting to discuss your requirements.                                                                                | •  |     |
| You will include all your relevant stakeholders in the initial scoping meeting.                                                                |    | •   |
| You will provide details of your specific requirements.                                                                                        |    | •   |
| We will jointly agree your Information Security Manager pool of days allowance.                                                                | •  | •   |
| We will discuss with you the use of the Information Security Manager resources and, if applicable, we will jointly agree the working schedule. | •  | •   |
| We will produce a SoW for you.                                                                                                                 | •  |     |



|                                                                                 |   |   |
|---------------------------------------------------------------------------------|---|---|
| You will provide us all the information necessary to conduct the Service.       |   | • |
| You will provide us with a signed copy of the Order Form and SoW.               |   | • |
| You will provide us all access necessary to enable the delivery of the Service. |   | • |
| We will jointly engage to conduct the Service.                                  | • | • |

Unless otherwise agreed with you, all work will be carried out during Business Hours. We reserve the right to charge additional Fees in accordance with your MSA for any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA).

### 3.1 Service Commencement Date

The Service Commencement Date (as defined in the MSA) is the date when you provide a signed copy of the SoW.

## 4. Service Billing

The Service will be billed as Non-recurring Fees for consultancy and professional services (as described in the Billing Guide) calculated on a time and materials basis.

Your Order Form and/or SoW will include details of the daily rate applicable for your Information Security Manager Service.

As standard and unless otherwise stated in your SoW, we will bill you on a monthly basis for days that you have consumed in the previous calendar month.

### 4.1 Additional Charges

We reserve the right to charge additional Fees in the following situations:

- (a) Any work carried out outside Business Hours; and
- (b) Any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA).

## 5. Service Operations

### 5.1 Resource Allocation

We will discuss the allocation of your Information Security Manager resources with you during Service Implementation and include details of the agreed schedule in your SoW.

If you wish to book any Information Security Manager days which have not been scheduled during the Service Implementation, or if you wish to request changes to the resourcing agreed with you during Service Implementation, you must provide no less than fifteen (15) Business Days' notice. We will use reasonable endeavours to meet your requirements, however resource allocation is subject to availability.



Unless otherwise agreed with you in your SoW, you must consume your pool of days within twelve (12) months from the Service Commencement Date. You remain responsible to pay for any day included in your allowance which you have not consumed within this twelve (12) month period.

## 5.2 Out of Hours

As a standard, our consultant will work during Business Hours. If you require our consultant to work longer than Business Hours on a specific day, we can agree this with you on a case-by-case basis.

Unless otherwise agreed with you, any time spent performing work outside Business Hours would be subject to double deduction from your allowance. For each 3.75 hours of work delivered outside Business Hours, we will deduct one (1) day from your allowance.

Please note that only full days will be deducted from your allowance. For example, if you require your Information Security Manager to work outside Business Hours for less than 3.75 hours, we will deduct one (1) full day from your allowance. If you require your Information Security Manager to work outside Business Hours for more than 3.75 hours but less than 7.5 hours, we will deduct two (2) full days from your allowance.

We will use reasonable endeavours to support you with work outside Business Hours, however this is strictly subject to availability of your Information Security Manager and any competing demands of other clients.

If you wish to book resources outside Business Hours, please ensure to submit as much advance notice as possible.

## 5.3 Continuity of Personnel

We will use reasonable endeavours to maintain continuity of personnel throughout the terms of your contract. However, this Service does not include the provision of a named consultant and we reserve the right to replace your consultant assigned to your account during the term of your Service.

We will provide you as much notice as practicable in the event of short-term absences of your Information Security Manager (e.g. short-term sickness or unplanned absences) where a temporary replacement is not available, and discuss with you the reallocation of resources.

## 6. Dependencies

We will provide the Information Security Manager subject to the following dependencies:

### 6.1 Client Obligations

- (a) You will provide assistance and information as reasonably required by us to enable the delivery of the Services;
- (b) You will discuss with us the allocation of resources in good faith;



- (c) You will provide us access to any systems as required to enable the delivery of the Services in accordance with your requirements; and
- (d) When onsite, you will provide our Information Security Manager a suitable working environment and office access.

## 7. Exclusions

The excluded items described below are outside the scope of this Service Description:

- (a) As part of the Service, our consultants will provide assistance with certain activities as agreed in your SoW, however you are ultimately responsible for the implementation of your information security strategy.

## 8. Definitions and Acronyms

### 8.1 Definitions

In this document “we” or “us” refers to the Supplier, and “you” refers to the Client.

The terms listed have the following meanings:

| Term              | Meaning                                                                                                                                       |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Statement of Work | A document which defines project-specific or client-specific activities, deliverables and/or timelines for providing services to that client. |

### 8.2 Acronyms

| Acronym | Meaning           |
|---------|-------------------|
| SoW     | Statement of Work |