10x

June 2023

Supplier Handbook

Contents

Introduction

This supplier handbook details some of the requirements of working with 10x Banking and outlines the processes and governance that we require our third parties follow. It should be read alongside the 10x supplier code of conduct.

Our suppliers and partners are an integral part of 10x's operations and our ability to provide services to our clients. It is important to us that we are easy to do business with, provide clear expectations and management, and look to develop from feedback. This supplier handbook is designed to help support those objectives.

About 10x

Our mission is to transform banking and make it 10x better - for customers, banks and society. With our cloud-native core banking platform, SuperCore®, banks can understand their customers better, release products faster, unlock their data, and deliver connected experiences.

Our three core values of Transformation, Integrity and Impact are fundamental to our approach. They guide how we treat ourselves, our colleagues and our work.

Procurement Team

The procurement team is structured on a category management basis, with individuals within the team responsible for the specific categories of suppliers and service type:

- Staff Augmentation & Professional Services
- IT & Software
- People Services
- Service Integrators
- Partnerships.

Further information on our category split can be located at Appendix A - for any queries, or to contact the procurement team please email suppliermanagement@10xbanking.com in the first instance.

Purchase order and invoicing

10x operates a *"No PO, No Pay"* policy. This means, all invoices will require a valid Purchase Order ('PO') number to be referenced on each invoice for 10x to process payment – In addition, all invoices should reference the correct address for the entity the invoice is being raised against. Failure to reference the

Purchase Order number, the entity and the corresponding entity address will result in payment being delayed.

All invoices should be issued to accounts@10xbanking.com

10x Banking Technology Services Limited	Suite A, 5th Floor, 33 Holborn London EC1N 2HT
10x Banking Technology Limited	Suite A, 5th Floor, 33 Holborn London EC1N 2HT
10x FS Technology Pty Ltd	Level 29, 20 Bond Street Sydney

Payment Terms

We adhere to the Prompt Payment Code and have standard payment terms of 30 days (from receipt of an undisputed and correct invoice). We also expect our suppliers to adhere to prompt payment standards with their own suppliers.

Contract lifecycle management

At 10x we use a contract & relationship management system called Gatekeeper, which manages 10x's due diligence, contract signature, storage, review, and renewal of documentation as detailed in this handbook.

Access to Gatekeeper is by invitation only to relevant supplier appointed personnel, which is actioned by the procurement category manager as part of on-boarding, but please ask for clarity if needed.

Gatekeeper is used to run key processes across the procurement team, so it is important that supplier records such as contact email addresses, registered postal addresses and company or VAT numbers are always kept up to date.

Please notify suppliermanagement@10xbanking.com should you encounter any issues.

Supplier risk oversight

While our reliance on Third Parties for software and services provide benefits to us and our customers, we recognise that such reliance also presents meaningful risks. As such, we consider strong oversight and management of our Third-Party relationships to be an important risk management activity. We are committed to maintaining effective systems and controls with outsourcing arrangements to ensure we provide a consistently high standard of service to our customers and partners.

Oversight of 10x suppliers is proportionate based on the criticality of products or services provided to the company. We determine supplier criticality and governance requirements in a 5-step process.

1. ### Supplier assessment and tiering

   All 10x suppliers are assessed at the start of the relationship and are assigned with a Tier (1 – 4). This tiering helps 10x determine the treatment strategy, including due diligence and on-going contract management requirements.

2. ### Due diligence

   We conduct due diligence that is proportionate to the services provided. For example, those suppliers who integrate directly with the 10x SuperCore® platform, or who process personal, or client data will be assessed across a wider range of information security and data protection criteria.

   This due diligence process is centrally managed and administrated through the Gatekeeper system, with suppliers issued the questionnaire online. It is a requirement for 10x that all due diligence is submitted, reviewed, and approved (or exceptions noted) before a contract can be signed.

   In brief, due diligence covers the following areas:

   > **Corporate Governance:** To ensure that the supplier and its key personal (Directors & Non-Executive Directors) are of a good standing and understand the supplier's ownership structure.

   > **Legal and Regulatory Compliance:** To ascertain if the supplier has any pending or outstanding legal challenges being brought against them and that they work within the regulatory limits that they operate in.

Financial Stability: To assess if the supplier is solvent and whether there are any financial patterns that may cause concerns over the future success of the business.

Information Security: To decide if personal data, confidential or business critical data will be processed by the supplier, if so, that the supplier has the necessary internal controls and governance to meet its legal obligation under data protection legislation.

Business Continuity Management: To assess if the supplier has the necessary alternative plans in place should they be unable to perform the services, due to actions beyond their control.

Corporate Social Responsibility: To assess whether the supplier has a history of bribery, corruption or acting in an unethical manner.

3. Due diligence renewal

All our Tier 1 and 2 suppliers are subject to an annual due diligence refresh. Gatekeeper allows suppliers to review their previous due diligence submissions and update or amend these by exception, and update additional documentation where needed. This process will be automated via Gatekeeper.

4. Due diligence documentation

During the due diligence process, suppliers may be asked to submit key documentation such as ISO Certificates, SOC2 audit reports and insurance certification as they expire. The renewal (and submission of an updated document) is managed via a process in Gatekeeper, which is triggered 14 days before the expiry of the specific file.

10x are contractually committed to ensuring these specific files are up-to-date and reviewed, any queries about this process should be relayed to a procurement category manager as a matter of urgency.

Performance management

Performance review meetings are an important part of the contract and relationship cycle and provide 10x, service users and the supplier with an opportunity to focus on what is going well, identify any problems at an early stage and agree opportunities for improvement and innovation. All Tier 1 and Tier 2 suppliers will be invited to regular performance management meetings by the responsible procurement category manager with key 10x colleagues (i.e., service owners).

The purpose of performance management is to jointly review and where necessary address or improve the following areas:

- Review of actions and minutes from previous meeting(s)
- Supplier business review, with updates on new products, product developments, customer-affecting issues, or complaints
- KPI review
- Sustainability and other benefits realisation
- Review of risks and issues
- Issues for escalation
- Financial monitoring (spend monitoring, P2P, invoicing, and financial stability).
- Areas of improvement (e.g., innovation and new processes)
- Change control – including notification of any leavers on the account so that systems access can be managed (I.e., Gatekeeper)

10x offices

10x are headquartered in London and Sydney - If you are attending a meeting at one of our offices, a 10x colleague will share details of how to gain access to the building.

10x London, UK	Suite A, 5th Floor, 33 Holborn, London, EC1N 2HT
10x Sydney, Australia	Suite 29.02, Level 29, 20 Bond Street, Sydney, NSW 2000, Australia

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Making Banking 10x Better