

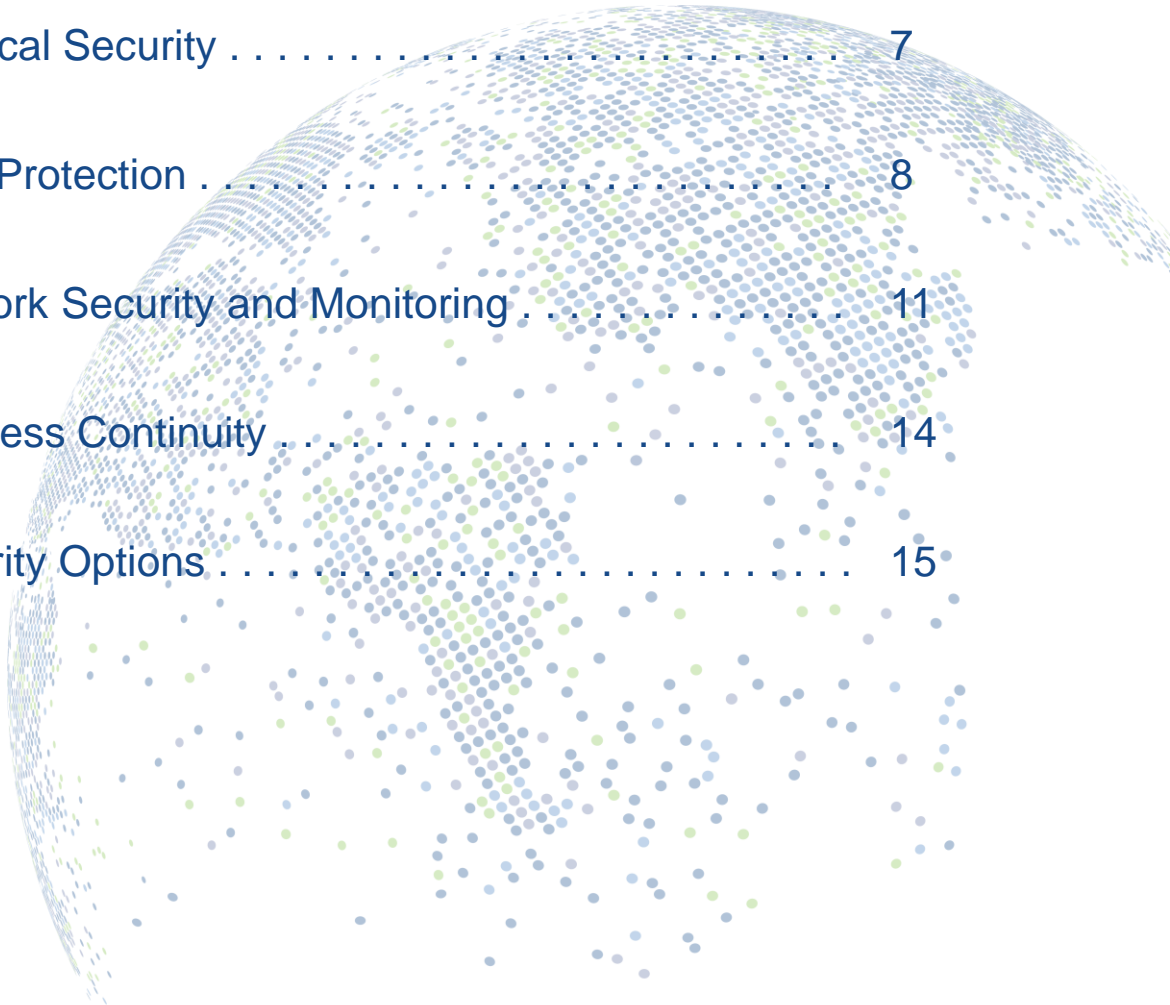


Security Standards



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Your **SECURITY** is our **PRIORITY**

TOA GLOBAL is laser focused on implementing industry best practices when it comes to data security and privacy. Our aim is to help protect firms who have built their offshore teams with us. We do our utmost so that security will no longer hold accountants, accounting firm owners and partners back from building offshore teams.

This guide outlines the SOPs we carry out to ensure your data is safeguarded.



Employee Security



Physical Security



Data Protection



Identity Management and Access Controls



Network Security and Monitoring



Employee Screening

Offshore team members undergo a thorough briefing and review of all our internet and physical security protocols so it is ingrained in each individual. We at TOA Global pride ourselves in having team members with the highest levels of professionalism and moral standards. This is the reason why our clients can give their teams 100% trust and confidence.



Civil Litigation

A name search done against a compilation of any court records sourced locally.



Criminal Record Check

Search NBI (National Bureau of Investigation) records for name of candidate



Employment Verification

Most recent work history which includes dates of employment, job titles and reasons for leaving. Attendance, employee rating, eligibility for rehire are also provided, if available. Contact person is the HR personnel of the employer.



Education Verification (Highest Degree)

Level of formal education, schools attended, degrees obtained, attendance dates and grade point average. Contact person is the educational institution's registrar / college dean.



Address Verification

Confirmation done from the Subject's declared address through Mail/Tele-verification. The Respondent will depend on the recipient of the inquiry, mail, call.



Community Check

Detailed Verification down from the Subject's declared address through actual site visit. This includes Barangay/Neighbour and Housemate confirmation (w/ pictures of the residence).



Character Reference Check

Detailed information is gathered on candidates' work performance including punctuality and quality of work from the candidate's immediate superior and/or nominated character references.



Identity Check

Identity verification thru SSS (Social Security System) records / TIN (Tax Identification Number) Verification.



Global Dataset Search

Global dataset check refers to a search based on name matching from a collection of datasets, information of which are sourced from public domain across the globe.

Employee Training and Awareness

We ensure that every new employee at TOA completes a mandatory security and compliance training course that covers phishing awareness, password management, data breach threats, secure document management, etc.



Physical Security

RFID CARDS

All employees receive an RFID card that allows them access to permitted areas according to their role and clearance.

CCTV

Blind-spot free CCTV monitoring are located throughout our facilities which include entry/exit doors, production floors, hallways, etc. These video feeds are monitored constantly to ensure there are no security breaches. Our clients need not worry though because these feeds are not focused on computer screens so data privacy is upheld.

SECURITY GUARDS

On staff security guards are present during operating hours to ensure unauthorized access to our facilities is prohibited. Our security personnel make rounds in all our production areas on a regular basis.



Data Protection

Protecting your corporate information is vital part of your business.

IDENTITY MANAGEMENT AND ACCESS CONTROLS

We are using ACTIVE DIRECTORY AND MICROSOFT AZURE. Even if your account is on seat sharing, your data is protected. We centrally manage PC/Laptop access as well as deploy TOA-wide security policies to each device. In addition, our access management is backed up to Microsoft Azure... ensuring we don't lose configuration or setup information.

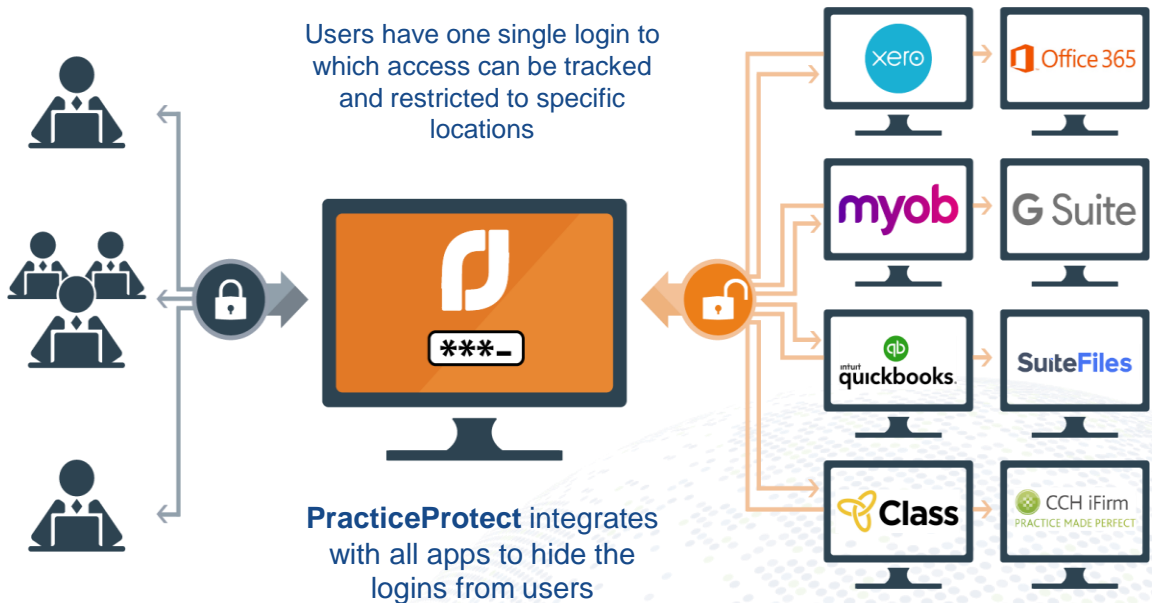
OFFICE 365

All internal support staff within TOA are equipped with Office 365 accounts which has redundant data backups, data privacy and compliance adherence, and centralized management of access.

SINGLE SIGN ON SOLUTION

We deploy a Single Sign On solution across all of our support employees which allows TOA to restrict or grant access to multiple applications with a click of button

We use an offshore specific cloud security tool that geo-locks cloud data to our facility and hides passwords from users.



- Grants access to all company apps with a single identity
- Cloud passwords are hidden from users to prevent external access
- System is locked to our facility's IP addresses
- Keeps a compliance log of usage by application
- Disable/Enable access with a single click

RESTRICTION OF MOBILE DEVICES

We prohibit mobile phones, flash drives, and other portable storage devices to enter our production floors.

CLEAN DESK / DOCUMENT SHREDDERS

As part of the standards, we implement a clean desk policy. No papers and printouts lying around. All papers that has sensitive information should be shredded.

LOCKERS

All personal belongings are stowed in their lockers.

Network and Security Monitoring

FIREWALLS

Enterprise-grade protection and redundancy are built in to ensure we can control traffic in/out of our network.

Features

- Physical Hardware Firewall.
- Intrusion Detection System.
- ISP Failover and Load Balance.
- Multiple Layer Security Authentication for Remote Logins.
- Bandwidth Management ensuring that system to prioritise the specific applications and services that relate to the user's productivity are in place.
- Global Routing Client Server Services thru ISP.
- Secured IPSec Client Services.

Benefits

- Limit remote PC's from accessing non-authorized services.
- Limit devices base on IP Address and MAC Address.
- Identify Bandwidth Eater on Local Network Address and Website IP.

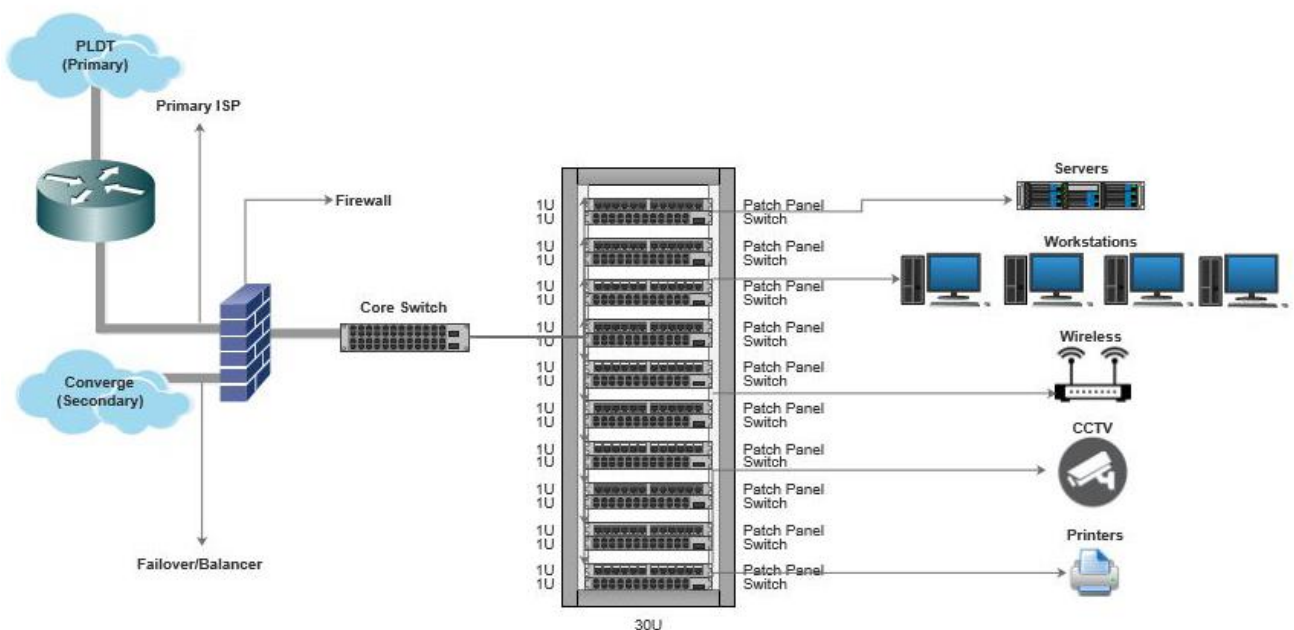
CONNECTIVITY

An outline of our technology infrastructure as well as IT redundancies so as to enable ongoing and reliable communication between Australian with Philippine based staff.

Our network consists of dual fibre internet connections in a load balanced and failover configuration with a four layer prioritisation system (Voip, Client, Web, Everything else). All productivity related traffic is prioritised and all other traffic is funnelled into a per user bandwidth limit to optimise consistency in business related tasks.

Custom border routing can be provided on request and consultation*

Network Diagram



What is Latency?

Latency, (not to be confused with bandwidth) is the measure in time of how quickly data can travel between two points on the internet.

When connecting globally those two points are distant hence latency being the major factor that can impact productivity.

If you have a server...

If you have or plan to have offshore team members connecting to an onshore server at your office or an outsourced cloud, latency needs to be tested ahead of time to avoid slow systems.

Definitions

Server Based Accounting

Servers that are typically managed and sometimes hosted by an outsourced IT company to run MYOB AE, APS, Handisoft, files, email and other apps.

Browser Based Cloud Accounting

Browser-based applications such as XPM, Xero client files, Quickbooks, Class Super, BGL 360, CCH-Ifirm, MYOB Essentials and others that are accessible from anywhere with a web browser and are generally managed internally by a practice manager, outside of "IT".

Business Continuity

TOA Global has a business continuity Management (BCM) in place to protect critical business processes and provide for alternate ways of operating to deliver acceptable service levels during unforeseen events.

BCM serves as the medium to address a range of serious adverse events that include:

- Natural disasters (earthquakes, floods, etc)
- Accidents (fire, utility failure etc)
- Man-made disasters (arson, sabotage etc)
- Technology risks (major network and information technology failure, poor network and system design)

Redundancy of Power

TOA Global's Clark facility maintains all-of-site redundant power capability via three 750kVA diesel powered generators.

Each 5-tonne diesel generator has an approximate 1000L fuel capacity translating to 8-10 hours of redundancy run-time.

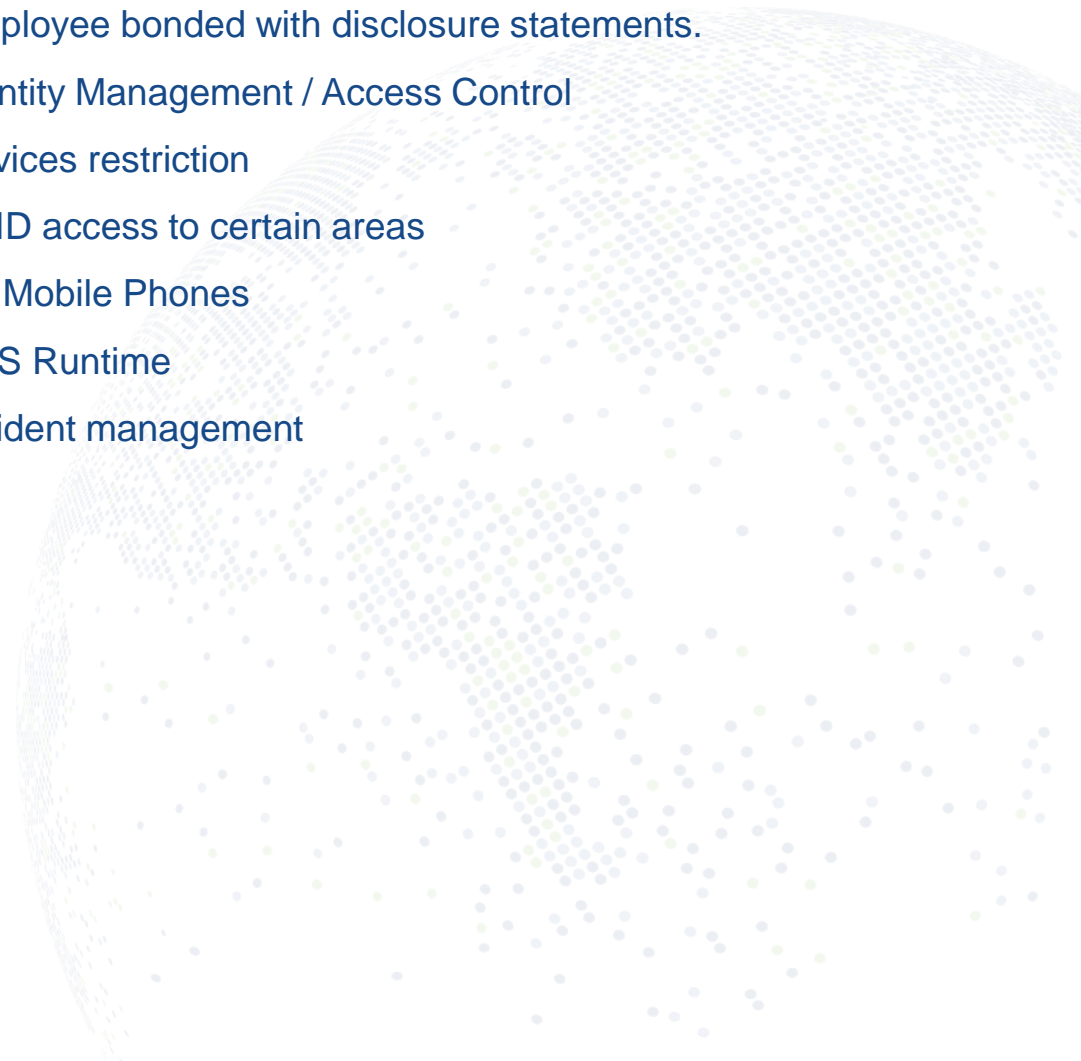
When a power failure is detected the generator engages to provide seamless output to buildings BC11, BC12 and BC14.

This process is tested as part of TOA Global's Business Continuity Management Process.



Security Options

STANDARD SECURITY

- ✓ Employee Screening / Training
 - ✓ Staff bonded with disclosure statements.
 - ✓ Perimeter security guard;
 - ✓ Environment CCTV;
 - ✓ Shared internet connectivity; and
 - ✓ Employee bonded with disclosure statements.
 - ✓ Identity Management / Access Control
 - ✓ Devices restriction
 - ✓ RFID access to certain areas
 - ✓ No Mobile Phones
 - ✓ UPS Runtime
 - ✓ Incident management
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- A large, faint, stylized globe graphic composed of a grid of small dots in shades of blue and green, positioned in the lower right background of the page.

PREMIUM SECURITY

- ✓ Employee Screening / Training
- ✓ Staff bonded with disclosure statements.
- ✓ Perimeter security guard;
- ✓ Environment CCTV;
- ✓ Shared internet connectivity; and
- ✓ Employee bonded with disclosure statements.
- ✓ Identity Management / Access Control
- ✓ Devices restriction
- ✓ RFID access to certain areas
- ✓ No Mobile Phones
- ✓ UPS Runtime
- ✓ Incident management

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- ✓ **Private Office Suite**
- ✓ **Separate RFID**
- ✓ **Dedicated Seats**
- ✓ **Optional dedicated E1 links direct from ISP;**

CUSTOMISED SECURITY

The Offshore Technology Assessment

As part of the onboarding process with TOA Global. Clients receives an Offshore Technology Assessment. This is a 30 minute consult with Offshore IT experts who assess your current systems and plans and provide solutions to suit.

At no cost, clients will receive:

- An analysis of any security holes in systems and an understanding of the right tools and practices to demonstrate due diligence to clients and prevent illegal access to your data.
- A speed test and analysis performed between onshore systems and the Philippines to ensure global teams have fast access from day one.
- A strong understanding of the best practice collaboration and communication tweaks to engage and include new team members online.
- Access to the tools that smart accountants are using offshore to train team members and build process for the future.