

DEVON FUNDS.

***Report on controls over Devon Funds Management
Limited's investment management services***

For the period from 1 April 2023 to 31 March 2024

Devon Funds Management's Assertion

We have prepared the accompanying Description of Devon Funds Management Limited's ("Devon") investment management services provided for its retail unit trusts, wholesale unit trusts and wholesale mandate clients and their auditors who have a sufficient understanding to consider the Description, along with other information, including information about controls operated by user entities of the system themselves, when assessing the risks of material misstatements of user entities' financial statements.

We confirm, to the best of our knowledge and belief, that:

- a. the accompanying Description on pages 4 to 6 fairly presents the investment management services provided by Devon throughout the period 1 April 2023 to 31 March 2024. The criteria used in making this assertion were that the accompanying Description:
 - i. presents how the system was designed and implemented, including:
 - (1) the types of services provided including, as appropriate, classes of transactions processed;
 - (2) the procedures, within both information technology and manual systems, by which those transactions were initiated, recorded, processed, corrected as necessary, and transferred to the reports prepared for user entities of the system;
 - (3) the related accounting records, supporting information, and specific accounts that were used to initiate, record, process, and report transactions; this includes the correction of incorrect information and how information was transferred to the reports prepared for user entities of the system;
 - (4) how the system dealt with significant events and conditions, other than transactions;
 - (5) the process used to prepare reports to user entities of the system;
 - (6) relevant control objectives and controls designed to achieve those objectives; and
 - (7) other aspects of our control environment, risk assessment process, information system (including the related business processes) and communication, control activities, and monitoring controls that were relevant to processing and reporting transactions of user entities of the system.
 - ii. the Description includes relevant details of changes to the investment management services system during the period 1 April 2023 to 31 March 2024.
 - iii. does not omit or distort information relevant to the scope of the system being described, while acknowledging that the Description is prepared to meet the common needs of a broad range of user entities of the system and their auditors, and may not, therefore, include every aspect of the system that each individual user entity of the system and its auditor may consider important in its own particular environment.
- b. the controls related to the control objectives stated in the accompanying Description were suitably designed and operated effectively throughout the period 1 April 2023 to 31 March 2024. The criteria used in making this assertion were that:
 - i. the risks that threatened the achievement of the control objectives stated in the Description were identified;
 - ii. the controls identified in the Description would, if operated as described, provide reasonable

assurance that those risks did not prevent the stated control objectives from being achieved; and

- iii. the controls were consistently applied as designed, including that manual controls were applied by individuals who have the appropriate competence and authority, throughout the period 1 April 2023 to 31 March 2024.



Niall Hartigan (M, 3, 2024 10:33 GMT+12)

Niall Hartigan

CFO, Devon Funds Management Limited

3 May 2024

Description of Investment Management Services, Controls and Processes

Background

Devon Funds Management Limited ("Devon") provides investment management services for its retail unit trusts, wholesale unit trusts and wholesale mandate clients.

The Scope of the Investment Management Services

In its capacity as investment manager, Devon must comply with the Devon Investment Funds Statement of Investment Policies and Objectives (SIPO) and each customer's Investment Management Agreement (IMA) and is responsible for:

- making investment decisions
- providing regular investment management reports
- monitoring SIPO, portfolio and mandate compliance.

Overview of Company Ownership, Board and Governance

Devon is 100% owned by Investment Services Group Limited, which is a privately owned company with ownership held by senior management and Directors.

Devon is governed by a Board of Directors that currently comprises Paul Glass, Brent Impey, Andrew Scott, Mel Firmin, Slade Robertson and June McCabe, who have a broad range of legal and investment experience. In addition, Devon has an Audit, Risk & Compliance (ARC) sub-committee of the Board that is chaired by an independent Director appointed by the Board of Directors.

Risk and Compliance Framework

The Chief Financial Officer is responsible for daily operations and risks within Devon's business. The importance of applying and maintaining appropriate business control processes and procedures are reinforced to staff by Devon's senior management.

The Devon Compliance Framework consists of the following:

- An ARC sub-committee that meets to review compliance issues. The Chairman is Mel Firmin.
- A daily compliance report is prepared each day and circulated amongst all staff.
- Incidents and complaints registers are maintained by the Compliance Team and reported monthly to the ARC.
- An Anti-Money Laundering (AML) exceptions register is maintained by the Compliance Team and reported monthly to the ARC as part of the ISG Designated Business Group (DBG) AML/CFT Compliance Program.

In discharging its obligations under the SIPO and IMA's, Devon utilises a number of key controls, which include:

Authorising and processing transactions

- Major investment matters and decisions are discussed at Investment Committee meetings.
- All members of the Investment Team are able to place orders on IRESS. The brokers access the orders from the IRESS IOS order pad, but will not action the trade until the verbal authorisation is received from the Portfolio Manager.
- A Daily Trades Report is generated from the system and is reviewed by two Portfolio Managers as well as a member of the Compliance Team prior to authorising the position.
- Each day a Daily Trades Report is generated and is imported into a cash reconciliation spreadsheet which calculates the cash flow implications of all trades and is then reconciled against the Custodian's Cash Report and reviewed by a member of the Compliance Team.

Description of Investment Management Services, Controls and Processes (continued)

Authorising and processing transactions (continued)

- Daily monitoring of compliance with mandates is undertaken using the Daily Portfolio Report and reviewed by a member of the Compliance Team.
- All portfolio holdings are reconciled daily to the Custodian's report with variances investigated. This is then reviewed by an authorised signatory.
- Where functionality of IRESS permits, SIPO limits are input into IRESS. Otherwise SIPO limits are subject to other monitoring tools (refer to 1. (e)). IRESS monitors pre and post trade compliance and displays a warning if a trade has the potential to put the portfolio in breach of its mandate.
- A Monthly Hawkeye report is prepared to review for any unusual trading activity. It monitors the number of trades on each day during the month and highlights any buys and sells in the same stock on the same day. The reports are signed off by an Executive Director each month.
- Spot FX transactions are placed through approved FX counterparties only by authorised signatories based on information distributed by the Operations team.
- All Spot FX transactions are signed off by two authorised signatories and one member of the Compliance Team.
- The transacting of FX Forwards is outsourced to BNZ under an approved mandate. The FX Forwards transactions are reconciled by a member of the Compliance Team on a daily basis and checked against the BNZ mandate. The reconciliations are independently reviewed by another member of the Compliance Team.
- FX levels are monitored through the Daily Portfolio Report's compliance cover page and through the daily cash reconciliations and are reviewed by a member of the Compliance Team.

Approved counterparties

- Each day a Daily Trades Report is generated and trade decisions are authorised by a member of the Compliance Team.
- The Investment Committee maintains a list of approved brokers which is updated periodically. Changes to existing and new brokers must be approved by the Audit, Risk & Compliance Committee.

Asset investment and cash reconciliations

- Each day a Daily Trades Report is generated and is input into a cash reconciliation spreadsheet which calculates the cash flow implications of all trades and is then reconciled against the Custodian's Cash Report and reviewed by a member of the Compliance Team.
- All portfolio holdings are reconciled daily to the Custodian's report with variances investigated. This is then reviewed by an authorised signatory.

Corporate Actions

- Corporate actions are only processed once approved by an authorised signatory.
- Each day a Daily Trades Report is generated and is input into a cash reconciliation spreadsheet which calculates the cash flow implications of all trades and is then reconciled against the Custodian's Cash Report and reviewed by a member of the Compliance Team.
- All portfolio holdings are reconciled daily to the Custodian's report with variances investigated. This is then reviewed by an authorised signatory.

Description of Investment Management Services, Controls and Processes (continued)

Asset valuation

- Devon's asset values, which are obtained from the relevant stock exchange via IRESS, are reconciled daily to the Custodian's report with variances investigated. This is then reviewed by an authorised signatory.

Restricted access

- Access to Devon's office is restricted by swipe card access.
- System user access and security levels are determined by Management.
- Meetings are held with the sub service organisation quarterly to discuss relevant matters and significant items are escalated appropriately.

Compliance

- A summary of broker commission is prepared monthly and tabled at the Investment Committee meetings.
- Client reports are set up to update automatically with minimal input, reducing the risk of manual error, all returns and statements are reviewed by various members of staff before sending.

All activity must be in compliance with the ISG Compliance Guide. The Guide is reviewed and updated annually and all 'restricted' staff members must attest to complying with the staff trading policy on a semi-annual basis. In addition to this all staff must attest that they have read, understood and complied with, the Guide annually.

- Conflicts of interest are monitored through the conflicts of interest register, declarations from all staff and a Register of Interests for Devon Board members.
- An AML exceptions register is maintained by the Compliance Team and reported monthly to the Audit, Risk & Compliance Committee.

This report does not cover services provided by custodians, registrars and administrators. Therefore, no procedures have been performed as part of this report to evaluate the effectiveness of controls exercised by these parties.

IT Platforms

Devon utilises the following systems as part of its investment operations:

- IRESS Order System ("IOS") – portfolio trading solution
- IRESS Professional – real-time and historical market data system
- IRESS Portfolio System ("IPS") – portfolio management system
- Salesforce - financial services cloud
- AlphaCert – reconciliations software
- FactSet – market data software

The IRESS suite of products are designed and maintained by IRESS in Australia. The IRESS Portfolio System is on a shared hosted server in an offsite data centre and is automatically backed up nightly.

Devon utilise workflow functionality in Salesforce to manage trade approvals, reconciliations and portfolio monitoring In addition to these, Devon utilises the Microsoft Office365 suite.

Devon utilise the automated data feed and reconciliation functionality of Alphacert and use Factset to access up to date market data and information.

All staff have secure access to the remote desktop (RD) environment and have multi-factor authentication (MFA), giving them access to the virtual server and Devon folders. For authorised staff who have access to IRESS, it can be accessed from anywhere at any time as long as they have an internet connection.

Devon uses an independent subservice organisation, Intellium Technology Limited (Intellium) for all of its information technology services. Devon also uses the independent subservice organization, Apex Investment Administration (NZ) Limited (APEX) for investment administration services. This Description excludes the control objectives and related controls of the subservice organisation.



Independent Service Auditor's Assurance Report on the Description of Controls, their Design and Operating Effectiveness

To the Directors of Devon Funds Management Limited

Scope

In accordance with the terms of the engagement letter dated 24 January 2024, we were engaged to report on Devon Funds Management Limited's ("Devon" or "the Company") description on pages 4 to 6 of their internal control system pertaining to the investment management services provided to the Company's clients throughout the period 1 April 2023 to 31 March 2024 (the Description) and on the design and operation of controls related to the control objectives stated in the Description.

The Company uses an independent subservice organisation, Intellium Technology Limited, for all of its information technology services. The Company also uses an independent subservice organisation, Apex Investment Administration (NZ) Limited for investment administration services. The Description on pages 4 to 6 includes only the control objectives and related controls of the Company and excludes the control objectives and related controls of the subservice organisation. Our examination did not extend to controls of the subservice organisation.

While the controls and related control objectives may be informed by the Company's need to satisfy legal or regulatory requirements, our scope of work and our conclusions do not constitute assurance over compliance with those laws and regulations.

Company Responsibilities

The Company is responsible for:

- preparing the Description and accompanying assertion on pages 2 to 6, including the completeness, accuracy and method of presentation of the Description and assertion;
- providing the services covered by the Description;
- stating the controls objectives; and
- designing, implementing and effectively operating controls to achieve the stated control objectives.

Our Independence and Quality Management

We have complied with the Professional and Ethical Standard 1 *International Code of Ethics for Assurance Practitioners (including International Independence Standards) (New Zealand)* or other professional requirements, or requirements in law or regulation, that are at least as demanding, which include independence and other professional requirements founded on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

We apply Professional and Ethical Standard 3 *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, which requires our firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Service Auditor's Responsibilities

Our responsibility is to express an opinion on the Company's Description and on the design and operation of controls related to the control objectives stated in that description based on our procedures. We conducted our engagement in accordance with International Standard on Assurance Engagements (New Zealand) 3402 *Assurance Reports on Controls at a Service Organisation*, issued in New Zealand. That Standard requires that we comply with ethical requirements and plan and perform our procedures to obtain reasonable assurance about whether, in all material respects, the Description is fairly presented and the controls are suitably designed and operating effectively to achieve the related control objectives stated in the Description.



An assurance engagement to report on the description, design and operating effectiveness of controls at a service organisation involves performing procedures to obtain evidence about the disclosures in the service organisation's description of its system, and the design and operating effectiveness of controls. Our procedures included assessing the risks that the Description is not fairly presented and that the controls were not suitably designed or operating effectively to achieve the related control objectives stated in the Description. Our procedures included testing the operating effectiveness of those controls that we consider necessary to provide reasonable assurance that the control objectives stated in the Description were achieved. An assurance engagement of this type also includes evaluating the overall presentation of the Description, the suitability of the objectives stated therein, and the suitability of the criteria specified by the service organisation and described in the Company's assertion on pages 2 to 3.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

We are independent of the Company. Other than in our capacity as auditor of the Company and the management investment scheme that is managed by the Company and providers of other related assurance services in the area of agreed upon procedures in relation to net tangible assets (NTA) and tax services relating to a review of a product disclosure statement and to the application of Foreign Investment Fund rules to a fund managed by the Company, we have no relationship with, or interests in, the Company. The provision of these other services has not impaired our independence.

Limitations of Controls at a Service Organisation

The Company's Description and controls pertaining to the investment management services are prepared to meet the common needs of a broad range of user entities and their auditors and may not, therefore, include every aspect of the system that each individual user entity may consider important in its own particular environment. We have performed no procedures to evaluate the effectiveness of controls at, or as they relate to, individual user entities and no opinion is expressed on them and we have not evaluated the suitability of design or operating effectiveness of complementary user entity controls.

Also, because of their nature, controls at a service organisation may not prevent or detect all errors or omissions in processing or reporting transactions. Also, the projection of any evaluation of effectiveness to future periods is subject to the risk that controls at a service organisation may become inadequate or fail. Our opinion is based on historical information and the projection to future periods of any evaluation of the fairness of the presentation of the Description, or the suitability of the design or operating effectiveness of the controls would be inappropriate.

Opinion

Our opinion has been formed on the basis of the matters outlined in this report. The criteria we used in forming our opinion are those described in the Company's assertion on pages 2 to 3. In our opinion, in all material respects:

- a. The Description fairly presents the investment management services as designed and implemented throughout the period 1 April 2023 to 31 March 2024;
- b. The controls related to the control objectives stated in the Description were suitably designed throughout the period 1 April 2023 to 31 March 2024; and
- c. The controls tested, which were those necessary to provide reasonable assurance that the control objectives stated in the Description were achieved, operated effectively throughout the period 1 April 2023 to 31 March 2024.



Description of Tests of Controls

The specific controls tested and the nature, timing and results of those tests are listed on pages 10 to 14.

Use of our Report

This report and the description of tests of controls on pages 10 to 14 are intended only for user entities who have used the Company's investment management services, and their auditors, who have a sufficient understanding to consider it, along with other information including information about controls operated by user entities themselves, when assessing the risks of material misstatements of user entities' financial statements, without assuming or accepting any responsibility or liability to customers or their auditors on our part.

Our report must not be recited or referred to in whole or in part in any other document nor made available, copied or recited to any other party, in any circumstances, without our express prior written permission.

We disclaim any assumption of responsibility for any reliance on this assurance report or for the conclusions we have formed to any person other than the Directors of the Company, or for any other purpose other than that for which the assurance report was prepared.

A handwritten signature in black ink that reads 'PricewaterhouseCoopers'.

Chartered Accountants
3 May 2024

Auckland

Internal controls adopted by Devon Funds Management Limited (“Devon”) in relation to its investment management services from 1 April 2023 to 31 March 2024

| Control Objective | | Control Policies and Procedures | | PwC Tests | PwC Findings |
|-------------------|---|---------------------------------|---|--|----------------------|
| 1. | To ensure asset investment transactions are properly authorised, executed and allocated in a timely and accurate manner. | (a) | Major investment matters and decisions are discussed at Investment Committee meetings. All trade decisions are made by the relevant Portfolio Manager with input from the committee. | Inspect that meetings are held for the discussion of investment matters and decisions by obtaining minutes for a sample of meetings to evidence decisions are discussed. | No exceptions noted. |
| | | (b) | All members of the Investment Team are able to place orders on IRESS. The brokers access the orders from the IRESS IOS order pad, but will not action the trade until the verbal authorisation is received from the Portfolio Manager. | Confirm through inquiry with a sample of brokers that trades are not placed until phone confirmation is received from a Devon Portfolio Manager. | No exceptions noted. |
| | | (c) | A Daily Trades Report is generated from the system and is reviewed by two Portfolio Managers as well as a member of the Compliance Team prior to authorising the position. | Select a sample of Daily Trades Reports and inspect that these are authorised by a member of the Compliance Team and two authorised signatories of the Investment Team, in a timely manner. | No exceptions noted. |
| | | (d) | Each day a Daily Trades Report is generated and is input into a cash reconciliation spreadsheet which calculates the cash flow implications of all trades and is then reconciled against the Custodian’s Cash Report and reviewed by a member of the Compliance Team. | Select a sample of Daily Trades Reports and Cash Detail Reports and inspect that these are reconciled to the Custodian’s Cash Report and reviewed by a member of the Compliance Team in a timely manner. | No exceptions noted. |
| | | (e) | Daily monitoring of compliance with mandates is undertaken using the Daily Portfolio Report and reviewed by a member of the Compliance Team. | Select a sample of Daily Portfolio Reports which include compliance with mandates and inspect that they are reviewed by a member of the Compliance Team in a timely manner. | No exceptions noted. |
| | | (f) | All portfolio holdings are reconciled daily to the Custodian’s report with variances investigated. This is then reviewed by an authorised signatory. | Select a sample of Daily Holdings Reconciliations and inspect that these are reconciled to the Custodian’s report and are reviewed by an authorised signatory in a timely manner. | No exceptions noted. |

| Control Objective | | Control Policies and Procedures | | PwC Tests | PwC Findings |
|-------------------|---|---------------------------------|--|--|----------------------|
| 1. | To ensure asset investment transactions are properly authorised, executed and allocated in a timely and accurate manner. (continued) | (g) | Where functionality of IRESS permits, mandate restrictions are input into IRESS which monitors pre and post trade compliance and displays a warning if a trade has the potential to put the portfolio in breach of its mandate. | Obtain a sample of investment mandates and agree the investment limits per the mandate to the limits within IRESS where the functionality of IRESS permits. Observe an attempt to conduct an inappropriate trade within IRESS and observe the automatic notification indicating a mandate breach. | No exceptions noted. |
| | | (h) | A Monthly Hawkeye report is prepared to review for any unusual trading activity. It monitors the number of trades on each day during the month and highlights any buys and sells in the same stock on the same day. The reports are signed off by a member of Senior Management each month. | Select a sample of Monthly Hawkeye reports and inspect that these are reviewed by a member of Senior Management. | No exceptions noted. |
| | | (i) | Spot FX transactions are placed through approved FX counterparties only by authorised signatories based on information distributed by the Operations team. | Select a sample of Spot FX transactions and inspect these were placed with an approved counterparty by an authorised signatory. | No exceptions noted. |
| | | (j) | All Spot FX transactions are signed off by two authorised signatories and one member of the Compliance Team. | Select a sample of Spot FX transactions and inspect these were approved by two authorised signatories of the Investment Team and one member of the Compliance Team, in a timely manner. | No exceptions noted. |
| | | (k) | The transacting of FX Forwards is outsourced to BNZ under an approved mandate. The FX Forwards transactions are reconciled by a member of the Compliance Team on a daily basis and checked against the BNZ mandate. The reconciliations are independently reviewed by another member of the Compliance Team. | Select a sample of FX Forward Reconciliations and inspect that any variances have been explained and the reconciliation has been reviewed by an independent member of the Compliance Team, in a timely manner. | No exceptions noted. |
| | | (l) | FX levels are monitored through the Daily Portfolio Report's compliance cover page and through the daily cash reconciliations and are reviewed by a member of the Compliance Team. | Select a sample of Daily Portfolio Reports including data on FX levels and inspect that they were reviewed by a member of the Compliance Team. | No exceptions noted. |

| Control Objective | Control Policies and Procedures | PwC Tests | PwC Findings | |
|-------------------|---|---|--|----------------------|
| 2. | Ensure transactions are undertaken only with approved counterparties. | (a) Each day a Daily Trades Report is generated and trade decisions are authorised by a member of the Compliance Team. | Select a sample of Daily Trades Reports and inspect that these are authorised by a member of the Compliance Team. | No exceptions noted. |
| | | (b) The Investment Committee maintains a list of approved brokers which is updated periodically. Changes to existing and new brokers must be approved by the Audit, Risk & Compliance Committee. | Inspect that IRESS is restricted to a list of approved brokers. Inspect that any changes to existing and new broker agreements are approved by the Audit, Risk & Compliance Committee. | No exceptions noted. |
| 3. | Ensure asset investment and related cash transactions are completely and accurately recorded and settled in a timely manner (Note: Custodian's process all cash transactions and handle all settlements based on instructions from Devon). | (a) Each day a Daily Trades Report is generated and is input into a cash reconciliation spreadsheet which calculates the cash flow implications of all trades and is then reconciled against the Custodian's Cash Report and reviewed by a member of the Compliance Team. | Select a sample of Daily Trades Reports and Cash Detail Reports and inspect that these are reconciled to the Custodian's Cash Report and reviewed by a member of the Compliance Team in a timely manner. | No exceptions noted. |
| | | (b) All portfolio holdings are reconciled daily to the Custodian's report with variances investigated. This is then reviewed by an authorised signatory. | Select a sample of Daily Holdings Reconciliations and inspect that these are reconciled to the Custodian's report and are reviewed by an authorised signatory in a timely manner. | No exceptions noted. |
| 4. | Ensure corporate actions (such as dividends, share buybacks, share purchase plans, rights issues and bonus issues) are identified, with Devon's decisions on these communicated to the Custodian and then processed and recorded accurately. | (a) Corporate actions are only processed once approved by an authorised signatory. | Select a sample of corporate actions and agree to Custodian confirmations. Inspect the corporate actions are approved by an authorised signatory and were processed before the event expired. | No exceptions noted. |
| | | (b) Each day a Daily Trades Report is generated and is input into a cash reconciliation spreadsheet which calculates the cash flow implications of all trades and is then reconciled against the Custodian's Cash Report and reviewed by a member of the Compliance Team. | Select a sample of Daily Trades Reports and Cash Detail Reports and confirm that these are reconciled to the Custodian's Cash Report and reviewed by a member of the Compliance Team. | No exceptions noted. |

| Control Objective | | Control Policies and Procedures | | PwC Tests | PwC Findings |
|-------------------|---|---------------------------------|--|---|----------------------|
| 4. | Ensure corporate actions (such as dividends, share buybacks, share purchase plans, rights issues and bonus issues) are identified, with Devon's decisions on these communicated to the Custodian and then processed and recorded accurately. (continued) | (c) | All portfolio holdings are reconciled daily to the Custodian's report with variances investigated. This is then reviewed by an authorised signatory. | Select a sample of Daily Holdings Reconciliations and inspect that these are reconciled to the Custodian's report and are reviewed by an authorised signatory in a timely manner. | No exceptions noted. |
| 5. | Ensure assets are valued using prices obtained from independent external pricing sources. | (a) | Devon's asset values, which are obtained from the relevant stock exchange via IRESS, are reconciled daily to the Custodian's report with variances investigated. This is then reviewed by an authorised signatory. | Select a sample of Daily Reconciliations and inspect that these are reconciled to the Custodian's report and are reviewed by an authorised signatory. | No exceptions noted. |
| 6. | Ensure physical access to Devon's premises is restricted to authorised individuals. | (a) | Access to Devon's office is restricted by swipe card access. | Observe that the Devon office is restricted to valid access cards. | No exceptions noted. |
| 7. | Ensure logical access to Devon's computer systems is restricted to authorised individuals via information security tools. | (a) | System user access and security levels are determined and authorised by Management. | Obtain a list of IRESS and network access and confirm through inquiry with management that the user access and security levels of staff members are appropriate. Observe that the management drive is restricted to staff who are not considered management. | No exceptions noted. |
| | | (b) | Meetings are held with the sub service organisation quarterly to discuss relevant matters and significant items are escalated appropriately. | Select a sample of meetings and inspect that any significant items minuted have been escalated appropriately. | No exceptions noted. |
| 8. | Ensure material matters are reported to Management and/or the Board of Directors in a timely manner and on a regular basis. | (a) | A complaints register is maintained, complaints are reported to the ARC monthly. | Inspect that a complaints register is maintained and select a sample of monthly Audit, Risk & Compliance meetings held and inspect that complaints are an agenda point of discussion (if any) and communicated in a timely manner. | No exceptions noted. |

| Control Objective | | Control Policies and Procedures | | PwC Tests | PwC Findings |
|-------------------|--|---------------------------------|---|--|----------------------|
| 8. | Ensure material matters are reported to Management and/or the Board of Directors in a timely manner and on a regular basis. (continued) | (b) | An incident register is maintained, incidents are reported to the ARC monthly. | Inspect that an incident register is maintained and select a sample of monthly Audit, Risk & Compliance meetings held and inspect that breaches are an agenda point of discussion and communicated in a timely manner. | No exceptions noted. |
| | | (c) | A summary of broker commission is prepared monthly and tabled at the Investment Committee meetings. | Select samples for a monthly brokerage report email and inspect that these have been tabled at the Investment Committee meetings. | No exceptions noted. |
| | | (d) | Client reports are set up to update automatically with minimal input, reducing the risk of manual error, all returns and statements are reviewed by various members of staff before sending. | Observe that management uses Microsoft office to prepare clients' reports and the data used to populate such reports is input by the program reducing the risk of manual error. Confirm through inquiry that such reports are reviewed by staff before sending to clients. | No exceptions noted. |
| | | (e) | All activity must be in compliance with the ISG Compliance Guide. The Compliance Guide is updated annually and all 'restricted' staff members must attest to having read and understood the guide on semi-annual basis. All other staff must attest annually. | Obtain the Compliance Guide and inspect for updates from the prior year. Inspect that all staff members sign an annual declaration and that restricted staff also sign an semi-annual trading declaration. | No exceptions noted. |
| | | (f) | Conflicts of interest are monitored through the conflict of interests register, annual staff declarations and a Register of Interests for Devon Board members. | Inspect the annual declarations for all staff. For a sample of quarters, inspect the Register of Interests and check that this has been noted in the relevant board minutes of meeting. | No exceptions noted. |
| | | (g) | An AML exceptions register is maintained by the Compliance Team and reported to the Audit, Risk & Compliance Committee. | Inspect that an AML exceptions register is maintained and select a sample of monthly Audit, Risk & Compliance meetings held and inspect that AML exceptions are an agenda point of discussion (if any) and communicated in a timely manner. | No exceptions noted. |