
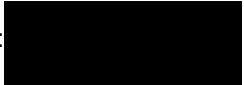


## Schedule 5 - Change Request Form

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| <b>Change Request number</b>                         | Change Request #6   |
| <b>Purchase Order Number and Agreement reference</b> | Accenture Purchase Order [REDACTED]   |
| <b>Effective date for Change Request</b>             | 17 May 2023   |
| <b>Details of Change Request</b>                     | <p>The parties have agreed that Accenture will provide additional services in relation to the Solution set out in the TESSA Statement of Work. This is in addition to the development work that forms part of the Ongoing Support Services and enhancement hours identified in the TESSA Statement of Work.</p> <p>The services will include:</p> <ol style="list-style-type: none"> <li>1. Public lists uplift (<b>PLU Solution</b>)</li> </ol> <p>The design, implementation and testing of a solution to enhance the availability of data in the TESSA public lists. This will include additional lists together with new views, additional filtering options and a new additional export mechanisms.</p> <ol style="list-style-type: none"> <li>2. Customer Interaction Tracking (<b>CIT Solution</b>)</li> </ol> <p>The design, implementation and testing of a CIT function in TESSA that will enable better management of ESS customer interactions and enhanced correspondence functionality.</p>   |
| <b>Specifications</b>                                | <p><b>PLU Solution:</b></p> <ul style="list-style-type: none"> <li>• Discovery phase: <ul style="list-style-type: none"> <li>○ Conduct up to two (2) discovery workshops</li> <li>○ Author, refine and estimate User Stories, where the scope of the User stories is limited to: <ul style="list-style-type: none"> <li>▪ Publishing up to two (2) new public lists for 'implementation data'</li> <li>▪ Enhancing portal user interaction with the existing 'Registry of Certificates', 'Accepted Product' and 'Published List of ACPs and Accreditations' public lists, where such enhancements include adding aggregate views, adding additional filtering options, and additional export mechanisms</li> <li>▪ Adding new 'Activity Definition Description' and 'Type of Disposal' fields to existing public lists.</li> </ul> </li> </ul> </li> <li>• Implementation phase: <ul style="list-style-type: none"> <li>○ Implement User Stories, up to a maximum of 160 points (75% development / 25% test) in one (1), ten (10) day sprint</li> <li>○ Unit test developed stories</li> <li>○ Remediate all "critical" and "high" BVT defects</li> </ul> </li> </ul> |

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|                        | <p>All remaining defects to be resolved as part of the Ongoing Support Services.</p> <p><b>CIT Solution:</b></p> <ul style="list-style-type: none"> <li>• Discovery phase: <ul style="list-style-type: none"> <li>○ Conduct up to three (3) discovery workshops, to showcase ServiceNow capabilities and confirm stakeholder requirements</li> <li>○ Author, refine and estimate User Stories, where the scope of the User Stories is limited to: <ul style="list-style-type: none"> <li>▪ Uplifting/replacing incumbent TESSA correspondence features and/or adding customer interaction/customer management features (as set out in Appendix A to Attachment A of this Change Request); and</li> <li>▪ Up to 240 points</li> </ul> </li> </ul> </li> <li>• Implementation phase <ul style="list-style-type: none"> <li>○ Implement User Stories, up to a maximum of 240 points (75% development / 25% test) in one (1), ten (10) day sprint</li> <li>○ Unit test developed stories</li> <li>○ Remediate all 'critical' and 'high' BVT defects</li> </ul> </li> </ul> <p>All remaining defects to be resolved as part of the Ongoing Support Services.</p> <p>The Supplier must not commence work on the implementation phase until it receives written notice from the Customer to proceed with the work in that Stage, consistent with clause 6.6(a)(ii) of the ICT Agreement.</p> |
| <b>Plans</b>           | <p>The 'Proposed Schedule' in Attachment A of this Change Request is the Project Plan for this Change Request subject to the following modifications:</p> <ul style="list-style-type: none"> <li>• The implementation of the CIT Solution will commence on a date to be agreed between the parties and specified in the written notice provided by the Customer to the Supplier under clause 6.6 of the ICT Agreement.</li> </ul>   |
| <b>Accent</b>          | <p>The Date for Delivery and Key Milestone for the PLU Solution is as follows:</p> <ul style="list-style-type: none"> <li>• Delivery date – 12 June 2023</li> </ul> <p>The Dates for Delivery and Key Milestones for the CIT Solution are as follows:</p> <ul style="list-style-type: none"> <li>• User stories approved – 31 May 2023</li> <li>• Delivery date – 15 Business Days from start of the implementation phase for the CIT Solution (see Plans above)</li> </ul>   |
| <b>Effect on Price</b> | <p>The Price for each Key Milestone is as follows:</p> <ul style="list-style-type: none"> <li>• PLU Discovery and Delivery - ██████████</li> <li>• CIT Solution User Stories Approved - ██████████</li> <li>• CIT Solution Delivery - ██████████</li> </ul>   |

|   | <p>This is in addition to charges associated with the Ongoing Support Services.</p> <p>For the avoidance of doubt, the Price for CIT Solution Delivery will only be paid by the Customer if the Customer elects to proceed with that stage under clause 6.6 of the ICT Agreement.</p>  |   |      |             |                 |           |   |
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| <b>Nominated Personnel</b>                                  | <p>The proposed team for this change request is set out in the Table below:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Role</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Jesi Perinbaraj</td> <td>Tech Lead</td> <td>Lead discovery, solutioning, story estimates, build oversight</td> </tr> </tbody> </table>  | Name  | Role | Description | Jesi Perinbaraj | Tech Lead | Lead discovery, solutioning, story estimates, build oversight |
| Name  | Role   | Description   |      |             |                 |           |   |
| Jesi Perinbaraj   | Tech Lead  | Lead discovery, solutioning, story estimates, build oversight |      |             |                 |           |   |
| <b>Implementation</b>                                       | See the “Dependencies” in Attachment A.  |   |      |             |                 |           |   |
| <b>Effect on Customer Users</b>                             | TESSA functionality and availability will not be impacted during the provision of these services.  |   |      |             |                 |           |   |
| <b>Other matters</b>  | <p>The discovery phase and implementation phase for the CIT Solution are each separate Stages for the purposes of the ICT Agreement such that the Customer may exercise its rights under clause 6.6(c) of the ICT Agreement not to proceed with the implementation phase of CIT Solution.</p> <p>The Customer will have no liability to the Supplier in respect of any Stage(s) that may be removed from the scope of the Supplier’s Activities.</p> |   |      |             |                 |           |   |
| <b>List documents that form part of this Change Request</b> | Attachment A: IPART ServiceNow Platform – TESSA Public Lists & Correspondence Uplift Proposal.   |   |      |             |                 |           |   |

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| <p><b>Customer</b></p> <p>Name (Print): Andrew Nicholls PSM, Chief Executive Officer</p> <p>Signature: </p> <p>Date: 18 May 2023</p> | <p><b>Supplier</b></p> <p>Name (Print): Matthew Ilijic</p> <p>Signature: </p> <p>Date: 15 May 2023</p> |
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