

## **OUTSOURCED ACTIVITY POLICY:**

### **1. INTRODUCTION**

Outsourcing refers to use of a third party – either within or outside the group -to perform the activities associated with intermediation services. A third party may be used to perform one or more activities or one or more third parties may be used to perform different activities associated with the intermediation service. Such use may be for a specified period or on a continuing basis. In an extreme form, the third parties may be used to perform all the activities associated with the intermediation service, including legal and regulatory compliances and risk management. This includes use of successive third parties, where the first third party may use the second third party to perform the activities and so on.

Securities market intermediaries in many jurisdictions are increasingly resorting to outsourcing with a view to reduce costs, and at times, for strategic reasons. This benefits market in terms of better access and better expertise. However, since the third parties may not be subject to the regulatory discipline and the activities and, not the accountability, can be outsourced, outsourcing raises a variety of concerns both for the regulator and the outsourcing Intermediaries. While it is not desirable to ban outsourcing completely for obvious reasons, the concerns need to be addressed and the outsourcing needs to be organized in an orderly manner. Hence MEMBER has framed a Policy for outsourcing of its Few Activities.

### **2. RISKS ASSOCIATED WITH OUTSOURCING**

Member knows that risks attached to outsourcing are numerous. They can be grouped into three broad categories: operational, reputational, and legal risks. The operational risks arise because the We, MEMBER loses direct control over the activities and the processes, procedures, systems and people engaged in these activities. Therefore, it fails to exercise due care and diligence if the activity / service falls short of the regulatory standards. The reputational risks arise from failure by the third party to deliver as per regulatory standards which may invite regulatory actions. The legal risks emanate from the failure to enforce the contractual obligations particularly when the contractual relationship is not redefined with every change in basket of activities outsourced or the way these are discharged.

On being satisfied that a person has the required infrastructure and is a fit and proper person, We (MEMBER ) may outsource the activities to a third person. who does not have the infrastructure or may not be a fit and proper person.

I. MEMBER seeking to outsource activities should have in place a comprehensive policy to guide the assessment of whether and how those activities can be appropriately outsourced. The board of directors or equivalent body representing the MEMBER shall have the responsibility for the outsourcing policy and related overall responsibility for activities undertaken under that policy.

II. MEMBER should establish a comprehensive outsourcing risk management programme to address the outsourced activities and the relationship with the third party.

III. MEMBER should ensure that outsourcing arrangements neither diminish its ability to fulfill its obligations to customers and regulators, nor impede effective supervision by the regulators.

IV. MEMBER should conduct appropriate due diligence in selecting the third party and in monitoring of its performance.

V. Outsourcing relationships should be governed by written contracts / agreements that clearly describe all

material aspects of the outsourcing arrangement, including the rights, responsibilities and expectations of the parties to the contract, client confidentiality issues, termination procedures, etc.

VI. MEMBER and its third parties should establish and maintain contingency plans, including a plan for disaster recovery and periodic testing of backup facilities.

VII. MEMBER should take appropriate steps to require that third party's protect confidential information of both MEMBER and its customers from intentional or inadvertent disclosure to unauthorised persons.

VIII. Regulators should take into account outsourcing activities as an integral part of their ongoing assessment of the regulated entity. Regulators should assure themselves by appropriate means that any outsourcing arrangements do not hamper the ability of MEMBER to meet its regulatory requirements.

IX. Regulators should be aware of the potential risks posed where the outsourced activities of multiple intermediaries are concentrated with a limited number of third parties.

### **3. ACTIVITIES THAT CAN BE OUTSOURCED BY MEMBER**

- Data entry and opening of trading accounts & demat account
- Scanning and storage of account opening forms
- Printing and despatch of welcome kits and despatch of quarterly transaction statements
- Customer services
- Despatch of contract notes
- Stock brokers acting as distributors for Mutual Funds schemes -distribution, maintenance of nomination details by distributors for the various schemes of Asset Management Companies, etc.

### **4. ACTIVITIES THAT SHOULD NOT BE OUTSOURCED BY MEMBER**

The key activities which are crucial to the intermediation service may be delivered by the MEMBER itself. Compliance with securities laws, Surveillance, investor grievance redressal and KYC must not be outsourced under any circumstance. Besides, the following activities ought not be outsourced to third parties:

- Creation of user id/login id, password generation for internet clients
- Order management
- Operation of trading terminals
- Operations & Monitoring of Bank A/cs & DP A/cs
- Pay in / pay out of funds and securities
- DIS Issue and Execution
- Control of servers and online trading platform
- Maintenance & monitoring of client database & client financial information
- Surveillance function
- Allotment / surrender of trading terminals, opening & closing of branches
- Implementation of PMLA policies
- Risk Management system (which includes margins, trading limits, scrip / terminal enablement etc.
- IT Technology Infrastructure
- Printing of contract notes