w>\*h>eD>eD>tvHmubsH;wcgtHRb.w>rRuJxD.tDRvXw>urRpXR ACTy'd.tySRrRw>zdwz.vXtue>yX>w>\*h>cd.wDwz.vXttd.vXt0Joh.tbl;vJvHmuhtylRM.vDRI



# w>[h.bl;vJtqXuwD>p;xD.wkRvX

w>[h.bl;vJcHEGHwbsDeHR tcD.xH;'D; eHRtuwX>wz.M.vDRI bl;vJcHEGHwbsDp;xD.zJ rk>vhR{dRteHR (wcsK; bl;vJteHR)'D;uwX>0J'.zJrk>ysJReHRcHEGHtvD>cH (eHRwcsK;bl;vJteHR)M.vDRI

# w>[h.bl;vJteHR

rk>eHRvXebl;vJw>xXEkmvDRM>eRvXephp&DtylR(phwX;<phu'GJtu&Xrhwrh>w>ol.xD.tySRw0X)M.vDRI

# ph[Jekmbl;vJ

bl;vJteD>\*H>eD>'G;vXw>uxXEkmvDRtDRqlep&DtylR<w>'G;tDRcDzsdw>xk;uGHmw>teD>\*H>eD>'G;vXw>ymzsgvXw>xk;uGHmtw>ymzSd.cJvXm(vHmw>eDRz;10)vXw>teD>\*H>eD>'G;vXw>ymzsgtDRvX bl;vJymzSd.cJvXmtylR(vHmw>eDRz;9)tylRM.vDRI

# erHR< AGS<ySRrRw>zdteD>\*H>'D;w>td.w>qd;teD>\*H>t\*h>tusdR

vHmw>eDRz;wcgtHRymzsg0J'.=

* + e[H.zdCDzdtrHR'D;erHRtvHmzsX.cD.xH;wz.<
	+ etD;p-whv,gzdty'd.tw>zH;w>rR(AGS)rhwrh>ySRrRw>zdteD>\*H>vXt b.xGJ'.xJeRw\*R<
	+ ew>rRtvD>teD>\*H>rhwrh>vHmy&XwkRtvD>teD>\*H><'D;
	+ ebl;vJtvD>cX.o;'D;w>vD>w>usJteD>\*H>wz.vX0JR'X;uoltDRt\*D>{dRM.vDRI

# w>\*h>w>usdRb.C;ephwX;p&D<etwDRywD>'D;w>vD>vXerRw>M.vDR

vHmw>eDRz;wcgtHR'k;eJ.0J'.=

* + BSB 'D;p&DteD>\*H>vXp&DwcgvXeCkxX[h.vDRymvXw>uxXEkmvDRe bl;vJvXtylRM.vDRI xJ'.eD>\*H>zsX.3zsX.vXeD>\*H>cHcgvXmuzsgxD.0J'.vXw>u'Do'Xew>td.o'H.o'X t\*D>M.vDRI
	+ etwDRywD>vXuwD>tHRw>'d;vJ[h.eRw>rR<'D;
	+ w>\*h>w>usdRb.C;evD>eusJtd.zJvJ.vXw>u&Xu&dtuh>t\*DRtw>eJ.vDRtvdR<vXtymCkmbl;vJteD>\*H>vXw>[h.vDRevgvJtHRM.vDRI

# w>rRup>tw>xXEkmvDRpXRphymuDRuolzJtd.uwD>vXw>rR

ephymuDRuolzJtd.uwD>vXw>rRtrHR 'D; phteD>\*H>eD>'G;vX ACT y'd.xXEkmvDRM>eRqlephymuDRtylRM.vDRI

# ud;EGH'J;te.&H.wz.

w>rRte.&H.**tw>xd.Cl**vXerRtDRvXwEGHpkmpkmt\*D>M.vDRI

#  bl;vJvDRqD

nDEk>vHmw>eDRz;wcgtHRutd.uvD'.'fM.vDRI zJw>tvk>tyShRwcgrh>td.zsgxD.vXvHmw>eDRz;wcgtHRtylRM.<w>tHReJ.zsgxD. bl;vJvDRqDwcg(w bsDwcD.w>ud;tDR'fvDtcsXrhwrh>bl;vJ[h.qdym)vXw>[h.vDReRvXw>qXuwD>wcgv>v>zJw>[h.bl;vJtqXuwD>M.vDRqD0J'.'D;eywD>rk>w> [h.bl;vJM.vDRI w>tHR nDEk>rh>0J'.vXw>\*h>vXvmwcgcgt\*D>vDR=

* + eChxD.wh>w>[h.qdbl;vJvXcGJ;,mvXw>utd.bSH;vXw>rRt\*D> <
	+ eub.w>[h.eR'D;w>vXtrh>w>[h.phwbsDt\*D><phtD.vd;wz.<w>rRwvXuGHmnDEk>tw>qXuwD> rhwrh>phymyeD.vXw>u[h.vDR vXtylR uGHmw>[h.tvJwcgtusg<rhwrh>
	+ etd.uwD>w>zH;w>rR'D;eb.w>[h.eR'D;w>vXe-uX;rRM>tDRvXt'drh>w>'fod;w> [h.usd.phwbsDt\*D>< weH.wbsDw>td.bSH;vX w>rR vXw>woltDRwz.<w>[H;M> qdymw>td.bSH; cGJ;,mwz.<w>zH;rRw>,Hm,HmcGJ;,mvXutd.bSH;< w>rRuwX>uGHm w>zH;w>rRt w>tX.vDR rhwrh>w>[h.bl;vJvXttd.vdRvdR'D;w>'k;oh.ngM.vDRI

w>tvk>tyShRwcgvXtzsgvXvHmw>eDRz;wcgtHRtylRrh>ph[JEkmteD>\*H>eD>'G;vXyxXEkmvDRvDRqDtDRvXephp&DtylRM.vDRI phymzSd.cJvXmteD>\*H>eD>'G; vXbl; vJvDRqDt\*D>M.w>xXEkmvDRtDRvXw>eDRz;9(bl;vJwz.)Ckm'D;w>teD>\*H>eD>'G;vXt\*Rwcgv>v>vXw>[h.vDReRvXuwD>tHRbl;vJtylRM.vDRI t 'dM.< bl;vJvXtzsg0J'.vX vgvJwz.tylRb.wb.uymCkmuwD>tHR cHEGHwbsD w>[h.tvJwbsDt\*D>tphymzSd.cJvXm<wbsDCDymCkm w>[h.t vJw bsDt\*D> tph ymzSd.cJvXmvXtylRuGHmw>[h.wcgt\*D>vDRI bl;vJvDRqDuzsgxD.ph>uD;vXw>eDRz; 10(w>xk;uGHmwz.)tylRM.vDRI bl;vJvDRqDM.w> uxJ;uGHmtDR zJtHRrh>'fod;eokw'd;M> b.bl;vJcHbsDw\*hRt \*D>vDRI b.xGJ'D;w>cdw>oGJtbl;vJvDRqDwcgw>uymzSd.CkmtDRvXecdoGJvXuwD>tHR bl;vJvXw>xJ;uGHmw z.tw>eDRz;tylRM.vDR

# w>[h.bl;vJwz.

vHmw>eDRz;wcgtHR&J.vDRw>[h.vDRcJvXmvXtb.w>[h.vDReRvXw>[h.vgvJtqXuwD><vXtymCkmphymzSd.cJvXmteD>\*H>eD>'G;vXtrh>w>[h.vgvJvDRqDvXeb.w>[h.vHeR(uG>b.w>'k;eJ.eD>\*H>8vXx;M.wuh>I) w>tHRb.wb.uymCkm=

* + vgvJwz.=vgvJwbsDt\*D>rhwrh>vgvJvJRto;ud;vg'J;
	+ cGJ;,mtd.bSH;vXw>rRbl;vJ=ph'Dv.tvk>tyShRvXcGJ;,mvXw>td.bSH;vXw>rRw> vXe[H;M>tDRwcgv>v>t\*D>M.vDRI zJcGJ;,mvXw>td.bSH; vX w>rRtbl;vJwcgrh>zsgxD.vXebl;vJtvHmuhtylRM.< w>teD>\*H>eD>'G;wcgtHR<ymzSd.Ckm'D;w>teD>\*H>vXtzsgvX?vgvJwz./ tylRM.<xJod; vdmto;'D;ecHEGH wbsDw>[h.wbsDt\*D>M.vDRI
	+ phymyeD.[h.vDRw>zH;w>rRvXtxDwz.(HDA)<w>tuH>tpD<pJ;zDu[.w>rR<phw>ymzSd. xD.o;<t\*RqlngvX trh>w>vDRvDRqDqDvX evD> vR 'D;< rhwrh>ew>ohw>b.wz.<'D;rhwrh>
	+ w>rRtuwD>phtD.vd;rhwrh>bl;vJvXw>rRwvXuGHmw>rRtqXuwD>vXw>ymyeD.tDRvXerRwh>b.w>zJ\*DRxX.oX<rk>[g<EGHtuwX>rhwrh>ursX>teHRobsh wz.rhwrh>rRw>vXttgM>'H;ywD>rk>te.&H.wz.tcg<

**bl;vJcJvXm**pH;w>M.w>[h.teD>\*H>eD>'G;ymzSd.cJvXm(wcsK;w>xJ;uGHmphvXcdoGJ t\*D>b.M.vDRI)

**bl;vJvXw>Chw>cdw>oGJoh**pH;w>M.w>[h.tvJteD>\*H>eD>'G;vXtpSRM>'H;w>wrHRv>v>vXtrRpSRvDRw>tcdtoGJteD>\*H>eD>'G;vXeub.[h.tDR(t'd=zJerhrh> ySRrRM>vgvJtbd.)M.vDRIbl;vJvXw>[H;M>cdoGJohM.w>rRpSRvDRtDRcDzsdebl;vJtbd.teD>\*H>eD>'G;vXw>xk;pSRvDR rhwrh>phw>ymeD.vX w>u[h. vDR vXw>ChcdoGJwM>vXb.wb.e'd; M>tDR(t'd=phvXw>ymyeD.[h.vDRtDRvXewvd.[h.cdoGJvXt\*D>b.M.vDRI)

# w>xk;uGHmwz.

vHmw>eDRz;wcgtHR&J.vDRu,J>rh>w>teD>\*H>eD>'G;wz.vXw>xk;uGHmtDRvXebl;vJcJvXmwz.ttd.vXbl;vJtqXuwD>t\*D>M.vDRI w>tHRb.wb.uymCkm=

* + w>cdw>oGJ=cdoGJteD>\*H>eD>'G;vXw>[H;M>ymvXw>'G;M>wcgvXt'd;oMRxD.to;vXew>\*h>w>usdRvXe[h.xD.vXew>cdw>oGJtw>ymzsgxD.tvHmwuGD>'dtylR<
	+ bl;vJvDRqDvXw>rRM>u'guhRtDR=zJerh>'d;M>bl;vJvXtvDRqDwcg(uG>b. w> rReD.teD>\*H>8vXx;) <eD>\*H>eD>'G;vXw>xXvDRqlep&DtylRM.t uzsg xD. vX w>xk; uGHm wz.tzDvm'f SEP bl;vJtw>rRM>uhRtDRohtod;<'D;
	+ w>teD>\*H>eD>'G;t\*Rwcgv>v>vXeCkxXvXw>uxk;xD.uGHmvXebl;vJ<t'd'fod;=
		- eD>w\*Rrhwrh>ySRw>rRzdtphymuDRuolzJtd.uwD>vXw>rRtcgtw>xXEkmvDRpXRwz.<
		- vgvJtbd.tw>xk;pSRvDRymCkmvgvJtbd.tvJwz.<vgvJwl>CmuGHmphymuDRvXw>uoltDRzJtd.uwD>vXw>rRtcg<t\*Rqlng<
		- w>xk;uGHmwz.vXp&Dwz.vXttgM>'H;w>vD>vXebl;vJtHRw>xXEkmvDRtDR(t'd=phwX;tw>xXEkmvDR1<2<3rhwrh>4)<
		- w>ql;w>qgrhwrh>w>td.ql.td.cshtw>tk.uDRtvJwz.<'D;rhwrh>
		- pXzSd.u&XtvJwz.M.vDRI

**w>xk;uGHmwz.tw>ymzSd.cJvXm**pH;w>M.w>xk;uGHmtw>ymzSd.cJvXmvXw>rReD.rRCgtDRvXvHmtw>eDRz;wcgtHRylRM.vDRI

**vXw>urRw>qDwvJwz.'D;ew>xk;uGHmteD>\*H>eD>'G;wcgv>v>M.** <0Ho;plRrRySJRb. [w>&J.usJRyXqSXphwX;t\*h>tusdRvDRwH>vDRqJ;'D; w>xk;uGHm w>wz.tvHm wuGD>'dvXttd.vX w>rRpXRtw>zH;w>rRvXw>eDR[h.oud;tDR(Shared Services)tySm,JRbs;pJtylRM.wuh>](https://actss.service-now.com/sharedservices/?id=sc_cat_item&sys_id=39bf1a902802a60047146ce787e83856)  I

# cGJ;,mtd.bSH;vXw>rRtw>xd.Clwz.

vHmw>eDRz;wcgtHRymCkm e**weH.t\*D>cGJ;,mtd.bSH;vXw>rR<w>rRw>td.vH,Hm,HmxXt\*D>cGJ;,mtd.bSH;vX w>rR(LSL)**'D;**eD>w\*RcGJ;,mvX w>td.bSH; vXw>rR**tw>xd.Clwz.'frk>eHRtuwX>woDvXw>[h.bl;vJtqXuwD>tcgM.vDRI w>xd.Clwz.tHRwb.C;'D;ecgqlngcGJ; ,mtd.bSH;vX w>rRvX w>orHord;rRw>vXt\*D>rhwrh>vXeurRM>tDRvXcgqlngt\*D>wrHRv>v>t\*D>b.M.vDRI

'fM.tod;w>vXw>ymzsgtDRvXvHmw>eDRz;wcgtHRtylR M. rh>**eeD>w\*RcGJ;,mtd.bSH;vXw>rR'D; w>rRM>LSL trk>eHRwz.M.vDR** I rk>eHRoh.wz.tHRM. nDEk>rh>eHRqJ;qXvXrk>eHRvXep;xD.0J'.w>rR'D; ACTPs<oemuhcGJ;,mtd.bSH;vXw>rRvXwtd.'D;w>[h.bl;vJ'D; w>zH;w>rRqdw>tHRb.xGJ0J'.'D; rk>eHR M.ohM.vDRI

0Ho;plRrReD.eJ'.vX< **LSL tw>xd.ClvXw>ymzsgtHRb.wb.t wb.0J'.b. zJerh> td.'D;w>zH;w>rRvX erRtDRwuwD>CD**(vXtrh><zJerh> td.'D;rhwrh> uwD>tHR td.'D;w>rRcHcgrhwrh>tgM>cHcgvXw>qXuwD>wbsDt\*D>vXACTy'd.tw>rRtylRM.vDRI zJw>tHRrh>b.vdmto;'D;eRM.< [0Ho;plRwD.xD. b. LSL w>Cd oh.ngt vHmw uGD>'dvXttd.vX w>rRpXRtw>zH;w>rRvXw>eDR[h.oud;tDR(Shared Services)tySm,JRbs;pJtylRvXw>u'd;M> w>xd.ClvX t b.wcgvXtpSRuwX> CkEGHt\*D>wcsK;[H;M> LSL M.wuh>I](https://actss.service-now.com/sharedservices/?id=sc_cat_item&sys_id=38847856dbf87b409e0333f43a9619f0)

eD>w\*R**cGJ;,mvXw>td.bSH;vXw>rRtrk>eHRteD>\*H>cJvXmvXerRM>vHtDRvXwtd.'D;w>ql;w>qgtw>tk.o;** p;xD.vXerRM>eeD>w\*R cGJ;,mvX w>td. bSH; vXw>rRvXtylR uGHmwbsDM.wzsgxD.vXbl;vJtvHmuhwz.tvdRb.I HR21 tySRolw>wz.orHord;w>\*h>w>usdRwcgtHRcDzsdw>'G;0J'. rk>eHRw z. teD>\*H>vX vXttd.vXcGJ;,mtd.bSH;vXw>rR<cGJ;,mtd.bSH;vXw>rRt w>pH.pdRt zDvmM.ohvDRI ySRrRw>zdvXwtd.cGJ;,m'D;w>urRM>ol0J'. HR21 qJ;usd;0J'. w>rRpXR tw> zH;w>rRvXw>eDR[h.oud;tDR(Shared Services)vX 620 79000w>urRvDR wH>w>\*h>w>usdRtHRohM.vDRI

# eH.wkRvDRvXeHRoDtw>ymzSd.cJvXmwz.

vHmw>eDRz;wcgtHR'k;eJ.usd.phteH.wkRvXrk>eHRtw>ymzSd.cJvXm(t'd=ymCkmw>teD>\*H>eD>'G;cJvXmvXw>'d;M>tDRp;xD.vXtcD.xH;wbsDw>[h.bl;vJvXpheH.p;xD.'D; wkRvDRvXuwD>tHRbl;vJJ)vXw>tuh>t\*DRvXvmwz.t\*D>=

* ph[JEkmtw>ymzSd.cJvXm(vgvJteD>\*H>eD>'G;wcsK;cdoGJ<ymCkmphrRpXRvX-uX;'d;M><w> rRtuwD>tphtD.vd;wz.'D;bl;vJ vXwvXuGHmw>qX uwD>vXwrh>nDEk>w>qXuwD>wz.)<
* eD>w\*RphymuDRvXw>uoltDRzJtd.uwD>vXw>rRtcgtw>xXEkmCkmvXw>rRtDR<
* w>[H;M>b.cdoGJ<
* vgvJvXw>xXcdoGJM>(ph[JEkmtw>ymzSd.cJvXmxk;uGHm0JwcsK;vgvJw>cdw>oGJ wcgv>v>tw>xk;uGHm'D;phymyeD.vXw>u [h.vDRtDRvXw>xX cd oGJwohwz.)

# cGJ;,mtd.bSH;vXw>rRw>orHord;rRtDRvXw>[h.tvJwcgtHRt\*D>

vHmw>eDRz;wcgtHR'k;eJ.cGJ;,mtd.bSH;vXw>rRwcgv>v>vXw>rRM>w>vXe\*D>vXuwD>tHRw>[h.bl;vJtqXuwD>tylRM.vDRI w>\*h>vDRwH>vDR qJ;w z.vXw>ymzsgtDRymCkmcGJ;,mtd.bSH;vXw>rRtuvkm<w>qXuwD>vXcGJ;,mtd.bSH;vXw>rRb.xGJb.C;<rh>e[h.0J'.w>tk.o;vXw>uqD.xGJcGJ;,mvXw>utd.bSH;vXw>rR{g<w[h.xD.b.vJ.(xJ'.vXeD>w\*RcGJ;,mvXw> utd.bSH;vXw>rR{dR<ymCkmw>ql;w>qg tvHmtk.o;rhwrh> vHmqd. vDRto;) 'D;cGJ;,mtd.bSH;vXw>rRteD>\*H>eD>'G;tw>ymzSd.vXw>uxJ;xD.uGHmvXephvXeurR M>tDR<w>xJ;xD.wh>vHtDRtylRM.vDRI

**vXw>urRw>qDwvJvXcGJ;,mvXw>utd.bSH;vXw>rRtvHmywHxD.vXw>tX.vDRwl>vdmvHtDRwcgt\*D>**
euvd.uwdRw>'D;ecX.p;'D;rRySJR  [w>xl;oHrhwrh>w>bSDb.qDwvJcGJ;,mvXw>utd.bSH;vXw>rRvX w>tX.vDR wl>vdm vHtDRtvHmw uGD>'dvX t td.vX w>rRpXRtw>zH;w>rRvXw>eDR [h.oud; tDR(Shared Services)tySm,JRbs;pJtylRM.vDR](https://actss.service-now.com/sharedservices/?id=sc_cat_item&sys_id=e460ab4bd0ee17c06a85fbad13f01d5e)I

# w>rRpXRtw>zH;w>rRvXw>eDR[h.oud;tDR(Shared Services)tw>qJ; usd;t\*h>tusdR

vHmeDRz;wcgtHR[h.0J'.w>qJ;usd;t\*h>tusdRvDRwH>vDRqJ;vXw>rRpXRtw>zH;w> rRvXw>eDR[h.oud;tDR(Shared Services)t \*D>zJerh> td. 'D;w>oHuG>wcgv>v> vXtb. C;'D;ebl;vJrhwrh>cGJ;,mvXw>utd.bSH;vXw>rRtcgM.vDRI vXusJt\*RwbdM.<epH;qXuhRvDvHmy&XvX w>bs; pJxXEkmvDR0J'.ebl;vJtvHmuh M.vDRI