

SCHEDULE 5

Systems and processes requirement

Contracts and service providers

7. Whether there are systems and processes—
- (a) for establishing that service providers have the necessary qualifications, experience or approval, as applicable;
 - (b) for establishing that service providers have the capability to provide their services in respect of the scheme—
 - (i) in accordance with any scheme rules that relate to those services;
 - (ii) in accordance with any statutory requirement in relation to those services to which the trustees are subject in respect of the scheme, to the extent that the services are provided on behalf of the trustees;
 - (c) for ensuring that trustees are appropriately engaged in overseeing service providers and in decisions concerning them, including their appointment;
 - (d) for informing the trustees of—
 - (i) any failure by service providers to deliver services;
 - (ii) any actions or omissions by service providers which may prejudice the effective running of the scheme;
 - (e) for recording, maintaining and managing all documents relating to service providers in an accessible medium.