



STANDARD OPERATING PROCEDURE
SOP-02

Client and Vendor Engagement

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1 OBJECTIVE

This TriTiCon ApS (TTC) Standard Operating Procedure (SOP) defines activities and responsibilities to ensure clarity in expectations and methods in client engagements and adherence to the Company Core Policy (POL-01). Further, it defines the process for qualifying service providers and ensuring vendors are evaluated and approved.

2 RESPONSIBILITIES

The Board of Directors are responsible for ensuring that:

- The Company Core Policy (POL-01) is adhered to in all client engagements.
- The Client Engagement Checklist (TMP-06) is completed and approved for all client engagements, and that service scope, responsibilities and deliveries are clearly defined before work is initiated.
- The Service Providers (sub-contractors) are qualified for the contracted services, that the Service Provider Qualification Checklist (TMP-07) is completed and approved, and that contracted scope, responsibilities and deliveries are clearly defined before contract is signed and work is initiated.
- Vendors and/or vendor solutions are qualified for the intended scope using TMP-08 Vendor Assessment Form.
- At end of each engagement the Client Engagement Close-Out Checklist (TMO-09) is completed.

3 DEFINITIONS**3.1 SERVICE PROVIDER**

Service providers include partners, sub-contractors, CROs, technology providers and other types of external providers contracted for internal or client work in the clinical development GxP space.

3.2 VENDOR

Vendors include providers of services, systems and tools indirectly used in the day-to-day work related to client engagements, e.g., Microsoft.



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3.3 OTHER PROVIDERS

Other providers contracted for company administration and management such as bookkeeping, insurance, and homepage is not governed by this SOP. Decisions regarding this type of providers are made by the board of directors on a case-by-case basis.

3.4 CLIENTS

A client is a company buying consultancy services from TTC. Services can be labour based, fixed-price, license-based etc. In this SOP a defined and contracted service is referenced to as a "Client Engagement".

4 CLIENT ENGAGEMENT ASSESSMENT

Prior to accepting a new client engagement (or "project"), the requested service scope and TriTiCon's ability to perform the services must be assessed and approved.

| Responsible | Actions |
|--------------------|--|
| Assigned director | Complete client engagement assessment using <i>TMP-06 Client Engagement Checklist</i> |
| Board of Directors | Approve Client Engagement |
| Assigned director | Ensure that the scope, responsibilities, and deliveries are clearly defined in a work-order or other contractual document. |
| Assigned director | Ensure contract is signed with the client. |

5 CLIENT ENGAGEMENT CLOSE-OUT

At completion of a client engagement, material should be returned or archived and a client engagement evaluation should be performed.

| Responsible | Actions |
|--------------------|---|
| Assigned director | Ensure physical materials belonging to the client are returned and electronic material is archived, unless otherwise requested by the client. |
| Board of Directors | Conduct client engagement evaluating meeting and complete <i>TMP-09 Client Engagement Close-Out Checklist</i> . |

6 SERVICE PROVIDER QUALIFICATION

Service-providers such as sub-contractors may be contracted for internal work or client projects. All service-providers must be qualified and approved before a contract is signed and any work is initiated.

| Responsible | Actions |
|-------------------|--|
| Assigned director | Complete service provider qualification using <i>TMP-07 Service Provider Qualification Checklist</i> . |
| Assigned director | For client engagements, ensure the use of the provider is approved by the client |
| Assigned director | Define the contracted scope, responsibilities and deliveries in a work-order or other contractual document. |
| Assigned director | Ensure contract is signed with the service provider. |
| Assigned director | Oversee the work performed by the service provider with regards to quality, efficiency, timelines, and budget. |

7 VENDOR APPROVAL

All vendors must be assessed and approved before contracted and used.



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| Responsible | Actions |
|--------------------|---|
| Assigned director | Complete vendor assessment using <i>TMP-08 Vendor Assessment Form</i> |
| Board of Directors | Approve vendor |

8 REFERENCES

POL-01 Company Core Policy
 TMP-06 Client Engagement Checklist
 TMP-07 Service Purchasing Checklist
 TMP-08 Vendor Assessment Form
 TMP-09 Client Engagement Close-Out checklist

9 DOCUMENT HISTORY

| Version | Date | Author | Comment |
|----------------|---------------|---------------|----------------|
| 1.0 | 01-March-2024 | Anders Mortin | New SOP |
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