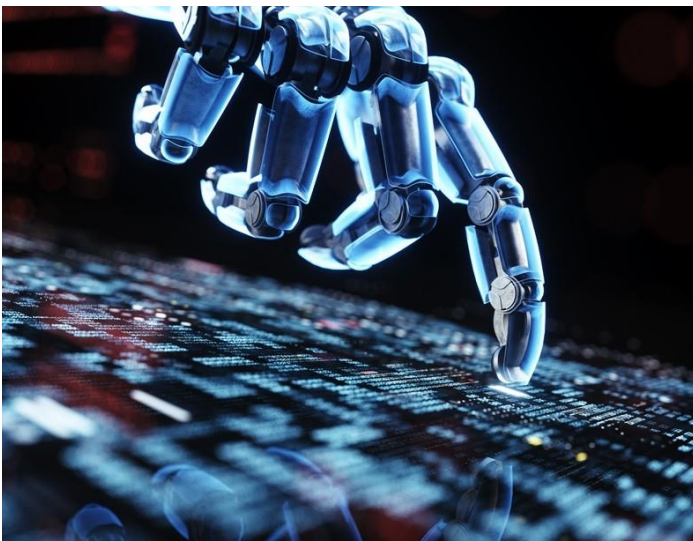
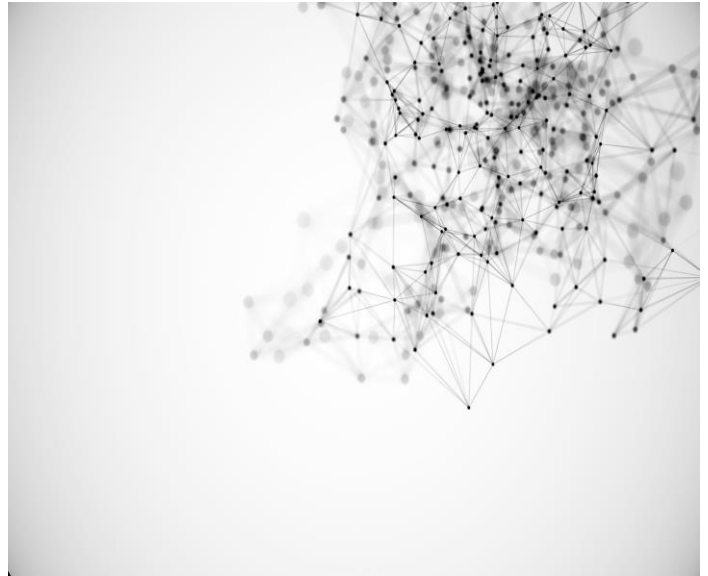


# PKF Client Portal



## Overview

# Overview

## Welcome to your portal.

PKF VGA our proud to provide this platform to help you manage governance, growth, clients, risk management and compliance to mention a few. We will continuously expand our offerings to cover more aspects of your operations.

Your portal can integrate with other applications and data that you have already implemented, such as accounting applications. Contact your client service partner to explore the possibilities of integrating all your information and data systems onto one platform.

There is no cost associated with using the standard portal. If you would like your portal customised to support and integrate your unique operations and systems, our technical team would need to spend resources to establish this. Please note that additional services will require an engagement letter and a detailed scope of services.

**PKF ALBERTON CLIENT PORTAL** HERMANALBERTON

**PKF CLIENT SERVICE PORTAL**

- CLIENT DETAILS
- SHARED DOCUMENTS
- REGULATORY
- SUPPLIER DIAGNOSTIC
- INFORMATION SYSTEMS
- SERVICES & REQUEST
- PARTNER SERVICES
- COMPANY SECRETARIAL
- TAX GUIDE

Welcome to your portal. This platform will help you manage growth, risk management and compliance. The areas to the left on this screen will be continuously expanded to cover more aspects of your operations.

Your portal can integrate with other software you already have implemented, such as accounting applications. Contact your client service partner to explore the possibilities of integrating all your information and data systems onto one platform.

**Document upload portal**

As part of our annual audit and other project related activities, all documentation is requested from this portal. Both Client and Project related documents are requested and uploaded here.

**Legal and Regulatory Environment Assessment**

We have provided a library of over 400 Acts and Regulations to help determine what you need to comply with.

**Supplier governance assessment**

This quick diagnostic is designed to allow a quick overview of areas that support an effective supplier governance. Answer 10 questions and we will provide a report on your current status and potential improvement options.

**Information system assessment**

The information systems list is used for several areas across our audit and assurance activities. We have provided the list for your team to capture and provide details of all relevant information systems.

**Service request portal**

We have provided a simple request form to provide access to any additional services that you may need from our expert team. Note that this is an external link.

**Partner Services**

We have provided access to some of our partners to allow access to the technology and assessments that are available.

**Company Secretarial**

Figure 1 Client Portal Home Page

Note: The portal is browser based. This allows increased flexibility in accessing your portal and working as a team across many areas. Please contact your engagement partner or team for specific requirements.

For a quick video on the portal please [click here](#).

## Contents

Overview .....	2
Navigation .....	6
The following items should be noted .....	6
Login .....	6
Password resets .....	6
Your Profile .....	6
Role Access .....	6
Browsers .....	6
Client Profile .....	7
Shared Documents .....	8
Permanent Documents .....	9
Project Documents .....	9
Regulatory .....	10
Legal and Regulatory Environment Assessment .....	10
Additional services .....	11
Supplier Diagnostic .....	12
Supplier governance assessment .....	12
Additional services .....	13
Information Systems .....	14
Information system assessment .....	14
Additional services .....	15
Service Requests .....	16
Service request portal .....	16
Partner Services .....	17
Partner Services .....	17
Data Maturity Assessment .....	18

AI Risk Assessment .....	18
Financial Analytics .....	18
Company Secretarial .....	19
Secretarial Support .....	19
Annual Compliance Review .....	19
Company Directors .....	19
Meetings.....	20
Request Company Change .....	20
Tax Guides .....	21
Tax Guide.....	21
Appendix .....	22
Security, Data Protection and Compliance .....	22
Engagement Contacts.....	23
General Contact Details .....	24

# Navigation

**The following items should be noted**

## **Login**

Your login details will be provided by the system when you are registered as a user. Your login is unique, and all transactions are logged against your profile as required. If you require multiple user logins please let us know.

## **Password resets**

The password reset has been limited to your engagement team for security. Please contact your engagement team for password resets. Note the additional security measures will be communicated as they are introduced.

## **Your Profile**

Your profile is available to view from the top left. Let us know if any updates are required.

## **Role Access**

The role based access for the current display options has not been enabled. The additional functionality we will start to add will include this by default when introduced. This means that when we add users to this portal they will have access to the current information shown for all users.

## **Browsers**

The system works with most browsers. We use the browser cache to enhance performance and speed. As with most browsers, new functionality may require that you clear this cache. We will advise if this is required as part of our change release notes.

# Client Profile

The client profile summarises the current information that is held about your company.

The Contact Information and Details can be updated, to make sure that the information that we hold in our systems is accurate and up to date.

If you need a more detailed report on all data held in connection with the Client portal, please contact your engagement partner.

The screenshot displays the PKF Albion Client Portal interface. A modal window titled "PKF Albion" is open, showing a form for client details. The form is organized into several sections: General Details, Your Client Service Team, Contact Information, Financial Details, and Services Details. The General Details section includes fields for Client Code (PKF-001), Client Fullname, Trading Name, Client Year End, Industry Sector, Client URL, Business Description, and Tax Consultant. The Your Client Service Team section lists the Engagement Partner (Andrew Nelspruit), Managing Partner (Andrew Nelspruit), Technical Partner, In Charge Manager (Mel James), In Charge Senior, and Secretarial Manager. The Contact Information section includes Physical Address, Postal Address, Company Email, Telephone Number, and Country. The Financial Details section includes CIPC Registration Number, Income Tax Number, VAT Number, and Entity Type. The Services Details section is partially visible at the bottom. The form has a "CANCEL" button and an "EDIT" button at the bottom right. The background shows the PKF Albion Client Portal navigation menu with options like "View", "CLIENT", "SUPPORT", "DIAGNOSTICS", "PARTIAL", and "SERVICES".

General Details			
Client Code:	PKF-001	Client Fullname:	
Trading Name:		Client Year End:	
Industry Sector:		Client URL:	
Business Description:		Tax Consultant:	

Your Client Service Team			
Engagement Partner:	Andrew Nelspruit	Managing Partner:	Andrew Nelspruit
Technical Partner:		In Charge Manager:	Mel James
In Charge Senior:		Secretarial Manager:	

Contact Information			
Physical Address:		Postal Address:	
Company Email:		Telephone Number:	
Country:			

Financial Details			
CIPC Registration Number:		Income Tax Number:	
VAT Number:		Entity Type:	

Services Details			
Provides secretarial support, change requests and shared meetings between our teams.			

Figure 2: Client Details

# Shared Documents

**Document upload portal** - As part of our annual audit and other project related activities, all documentation is requested from this portal. Both Client and Project related documents are requested and uploaded here.

When samples are required for an audit or assurance review this be shown separately.

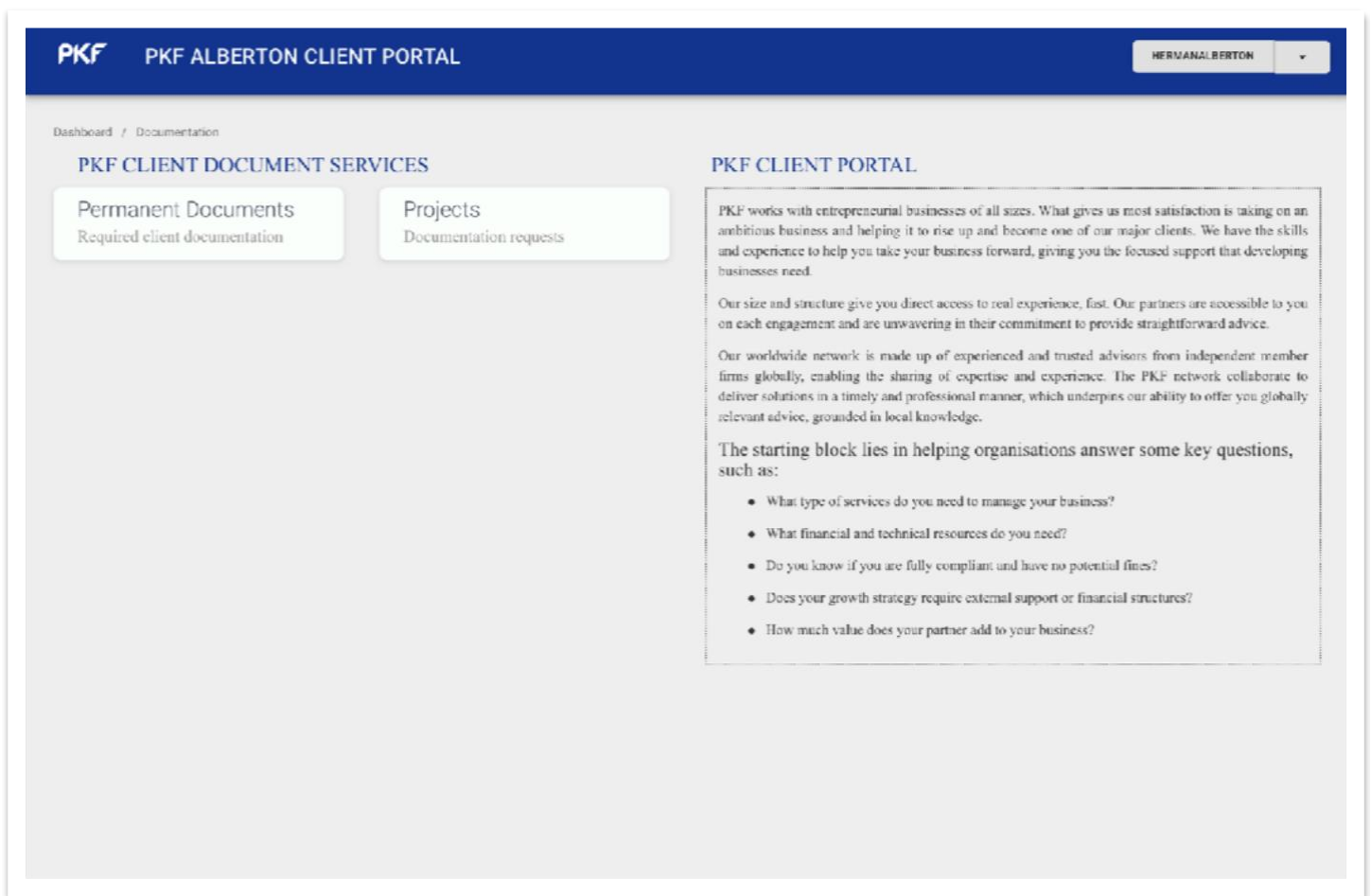


Figure 3 Client Document Upload



Permanent Documents

This section is for use in maintaining our understanding of your business and meeting specific audit and assurance regulatory requirements.

Project Documents

This section will show all live projects. Select the relevant project to view the open requests.

This is supported by a workflow to assist the team in managing the requests through to completion.

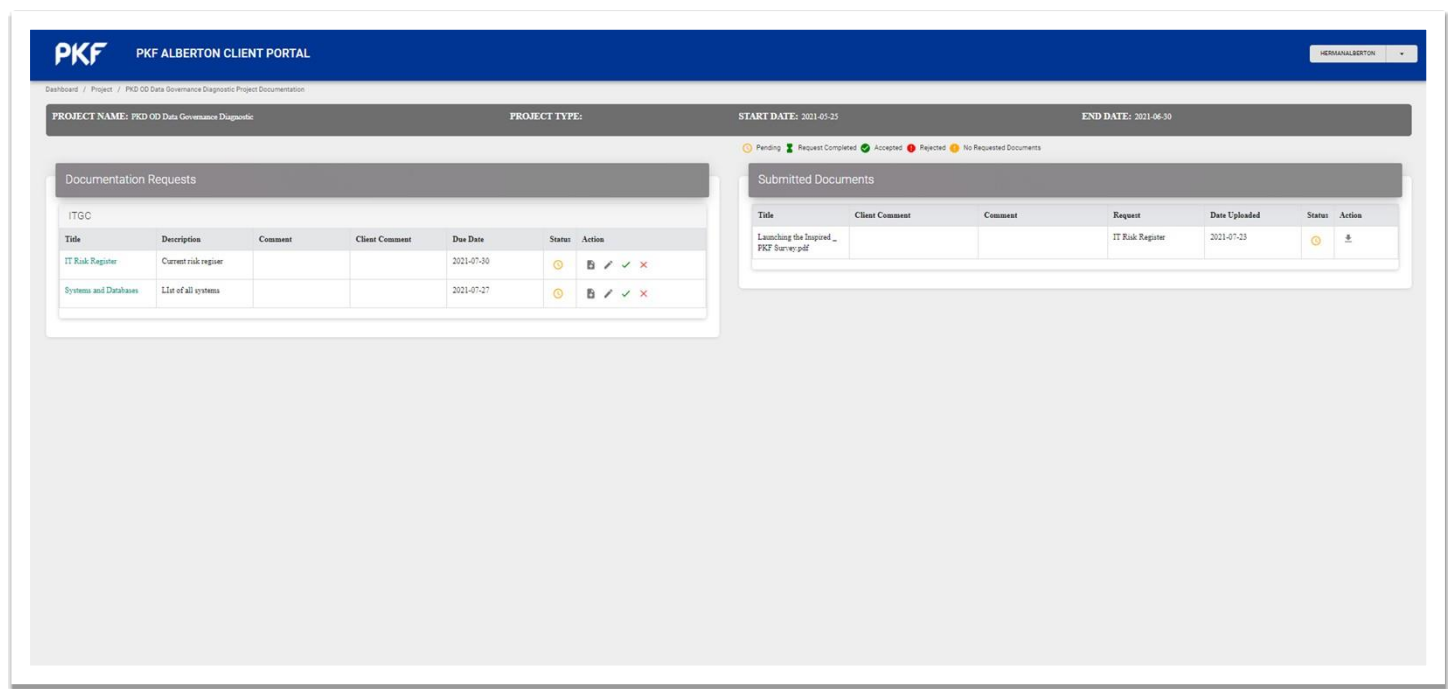


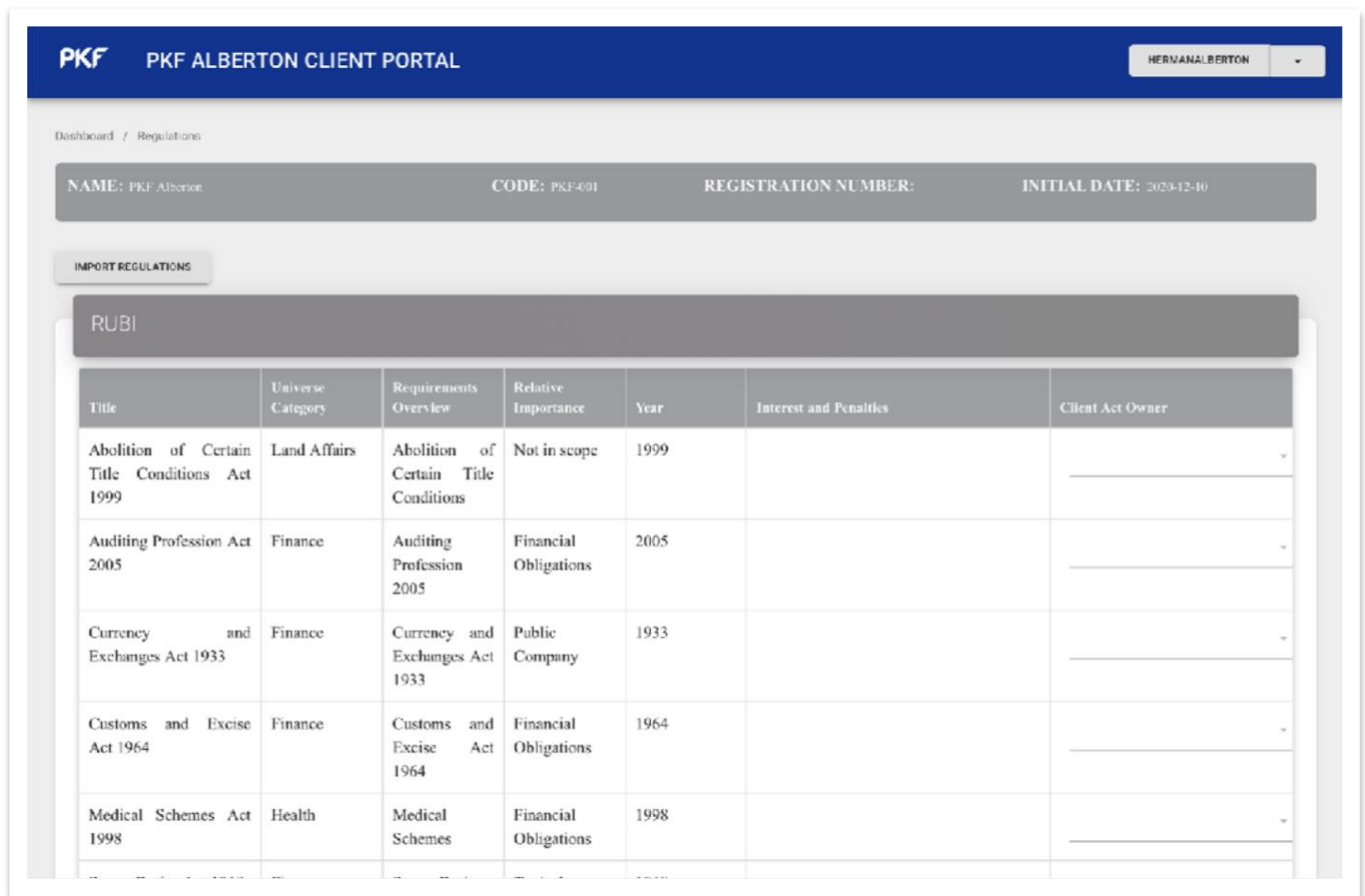
Figure 4 Example of Document Upload

# Regulatory

## Legal and Regulatory Environment Assessment

Our Legal and Regulatory Environment Assessment provides a library of over 400 Acts and Regulations to help determine what you need to comply with.

This provides an overview to understand the complexity and scale of your legal obligations. The initial focus is to help define what potential penalties and fines that your company could face in the event of non-compliance.



The screenshot displays the PKF ALBERTON CLIENT PORTAL interface. At the top, the PKF logo and 'PKF ALBERTON CLIENT PORTAL' are visible on the left, and a user profile 'HERMAN ALBERTON' is on the right. Below the header, a breadcrumb trail reads 'Dashboard / Regulations'. A grey bar contains four fields: 'NAME: PKF Alberta', 'CODE: PKF401', 'REGISTRATION NUMBER:', and 'INITIAL DATE: 2020-12-10'. Below this is a button labeled 'IMPORT REGULATIONS'. A section titled 'RUBI' contains a table with the following data:

Title	Universe Category	Requirements Overview	Relative Importance	Year	Interest and Penalties	Client Act Owner
Abolition of Certain Title Conditions Act 1999	Land Affairs	Abolition of Certain Title Conditions	Not in scope	1999		
Auditing Profession Act 2005	Finance	Auditing Profession 2005	Financial Obligations	2005		
Currency and Exchanges Act 1933	Finance	Currency and Exchanges Act 1933	Public Company	1933		
Customs and Excise Act 1964	Finance	Customs and Excise Act 1964	Financial Obligations	1964		
Medical Schemes Act 1998	Health	Medical Schemes	Financial Obligations	1998		

Figure 5 Sample Regulations

## Additional services

A sample of additional services that can be extended to include onto your client portal.

Service	Description of Service	Value Add
Detailed Analysis	Analysis and interpretation of your potential exposures and risk profile	We have a confirmed view of legal exposure
Ownership allocation	Set up of your accountability and reporting regime	We know who is providing comfort.
Monthly Reporting	Notifications service for changes and amendments	We know that updates are included
Automatic Reminders	Automatic reminders and notification of due dates	We know when actions are due

Please contact your engagement partner or our Advisory team for further information.

# Supplier Diagnostic

## Supplier governance assessment

This quick diagnostic is designed to allow a quick overview of areas that support an effective supplier governance. Answer 10 questions and we will provide a report on your current status and potential improvement options.

The screenshot displays the PKF Alberton Client Portal interface. At the top, a blue header bar contains the PKF logo and the text 'PKF ALBERTON CLIENT PORTAL'. Below this, a breadcrumb trail reads 'Dashboard / Supplier Diagnostics / Supplier Diagnostic'. A grey box indicates 'CLIENT NAME: PKF Alberton'. The main section is titled 'SUPPLIER DIAGNOSTIC CHECKLIST' and contains 10 questions, each with a radio button response. The questions and their current selections are as follows:

Question	Response
Do you have a reliance on suppliers/third parties to support your business? <small>Reliance is when a supplier can adversely affect your client service and/or profitability.</small>	Yes
Do you have a clear view of the value v spend and the associated risks from your relationships with your suppliers? <small>Value can be measured by assessing the benefits gained from the relationship and comparing that to the costs associated with the suppliers</small>	No
Do you have a comprehensive contract with each of your suppliers? <small>A comprehensive contract covers things like services, service levels, remediation of issues, right to audit, and a clearly defined exit agreement.</small>	Yes
Do you have a clear process to identify and manage a breach of contract and the ability to end the relationship? <small>Not all breaches of contract mean the end of the relationship, but it is important that you know what redress is available for a failure to deliver services as defined in the contract.</small>	No
Do you have an effective process for onboarding suppliers and monitoring supplier performance? <small>An effective onboarding process includes a rigorous selection process with defined requirements and criteria, and adequate due diligence.</small>	Yes
Do you have a clearly defined service level agreement and appropriate metrics to monitor these? <small>Service level agreements should be clearly defined and measurable. Metrics should include internal as well as supplier metrics.</small>	Yes
Do you have regular meetings with critical or high risk suppliers? <small>A critical supplier is one that your business relies on to produce its own services. A high risk supplier is one that, if it failed, would seriously interrupt your business processes</small>	Partly
Do you have a mechanism for identifying and managing major issues and changes at your suppliers? <small>Suppliers may go through major changes and depending on how these are managed by the supplier, may impact on the provision of services to your business.</small>	Yes

Figure 6 Sample Diagnostic

## Additional services

Automatic reminders and notification of due dates

Service	Description of Service	Value Add
Supplier register	Management of all of your suppliers	Single view of all suppliers
Contract register	Helps manage key events from projects	Improve contract compliance
Supplier Onboarding	Allows new suppliers to be added and assessed	Helps reduce risk and improve client take on data
Supplier Risk	Determines level and type of risk per supplier	Helps understand how to focus risk effort
Supplier Governance	Supports supplier performance and conformance	Improve supplier reporting
Supplier Business Impact Assessments	Supports service assessments per supplier	Better view of supplier resilience and exposure

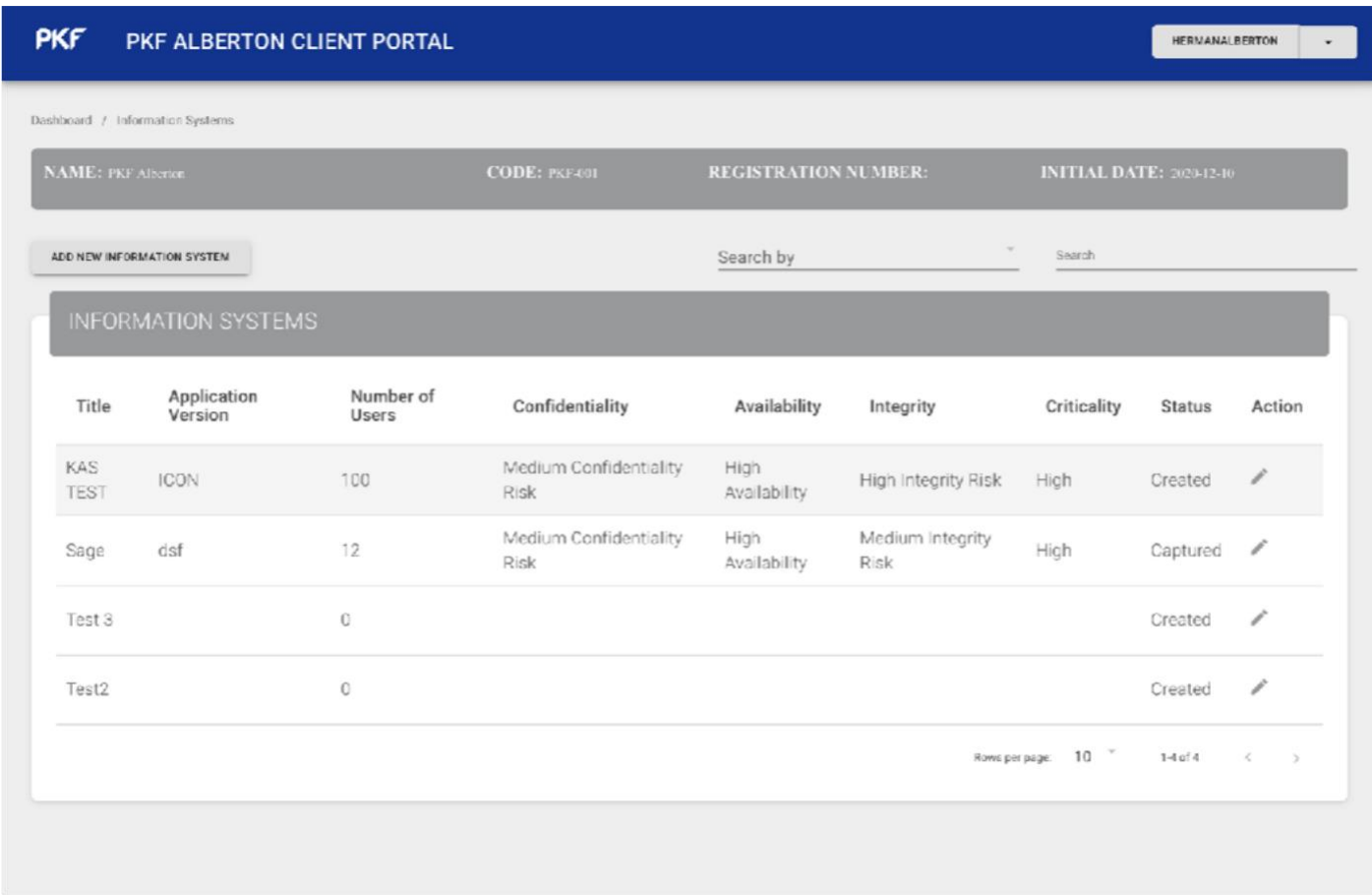
Please contact your engagement partner or our Advisory team for further information.

# Information Systems

## Information system assessment

The information systems list is used for several areas across our audit and assurance activities. We have provided the list for your team to capture and provide details of all relevant information systems.

Please let us know if you have many systems that you plan to manage on your portal. We will enable the file upload request so we can process these on your behalf.



The screenshot displays the PKF Alberton Client Portal interface. At the top, the header includes the PKF logo and the text 'PKF ALBERTON CLIENT PORTAL'. A user profile dropdown for 'HERNAN ALBERTON' is visible on the right. Below the header, the breadcrumb 'Dashboard / Information Systems' is shown. A summary bar contains the following information: NAME: PKF Alberton, CODE: PKF-001, REGISTRATION NUMBER: (blank), and INITIAL DATE: 2023-12-10. A button labeled 'ADD NEW INFORMATION SYSTEM' is on the left, and a search bar is on the right. The main section is titled 'INFORMATION SYSTEMS' and contains a table with the following data:

Title	Application Version	Number of Users	Confidentiality	Availability	Integrity	Criticality	Status	Action
KAS TEST	ICON	100	Medium Confidentiality Risk	High Availability	High Integrity Risk	High	Created	
Sage	dsf	12	Medium Confidentiality Risk	High Availability	Medium Integrity Risk	High	Captured	
Test 3		0					Created	
Test2		0					Created	

At the bottom right of the table, there is a pagination control showing 'Rows per page: 10' and '1-4 of 4' with navigation arrows.

Figure 7 Applications

## Additional services

Our services support an integrated and holistic view of your applications, infrastructure and networks.

Service	Description of Service	Value Add
Applications Register	Centralised register of systems	Single view of all applications
Application Risk Management	Risk ratings of applications	Improved focus on high risk applications
Data Privacy Impact Assessments	Compliance with POPIA and GDPR	Meeting compliance obligations
Information Security	Assessments of exposures and vulnerabilities	Reduced exposure to external hacking
Penetration Testing	Completing external testing	Reduced exposure to external hacking
IT General Controls	Supporting activities on the required controls for IT	Reduced exposure to external hacking
Applications Architecture	Building and supporting your enterprise architecture	Performance improvements and reduced costs
Digital Advisory	Providing data, RPA, business intelligence and architecture services	Better client and operational reporting
Maturity Assessments	Understanding gaps to be addressed to improve performance	Clear roadmaps for change
Event Management	Logging and management of events and incidents	Tracking all events and consolidated reporting
Support Ticket Management	Logging and managing of support tickets	Tracking all support requests and consolidated reporting

Please contact your engagement partner or our Advisory team for further information.

# Service Requests

## Service request portal

We have provided a simple request form to provide access to any additional services that you may need from our expert team. Note that this is an external link.

The screenshot displays the PKF Alberton Client Portal interface. At the top, the header includes the PKF logo, the text 'PKF ALBERTON CLIENT PORTAL', and a user profile dropdown for 'HERMANALBERTON'. The main content area is titled 'PKF CLIENT SERVICE PORTAL' and features a sidebar with navigation links: 'CLIENT DETAILS', 'SHARED DOCUMENTS', 'SUPPLIER DIAGNOSTIC', 'INFORMATION SYSTEMS', 'PARTNER SERVICES', and 'COMPANY SECRETARIAL'. A modal window titled 'Create Support Request' is open, prompting the user to 'Please fill out the below form to log a new support request'. The form contains the following fields: 'Title \*', 'Description', 'Priority' (a dropdown menu), 'Service' (a dropdown menu), and 'Support Document:' with a 'Choose File' button and the text 'no file selected'. At the bottom right of the modal are 'CANCEL' and 'SUBMIT' buttons. The background content is partially obscured by the modal but includes sections for 'Partner Services' and 'Company Secretarial'.

Figure 8 Service Request



# Partner Services

## Partner Services

We have provided access to some of our partners to allow access to the technology and assessments that are available.

The screenshot displays the PKF Alberton Client Portal interface. At the top, a dark blue header contains the PKF logo and the text 'PKF ALBERTON CLIENT PORTAL'. On the right side of the header, a user profile for 'HERNAN ALBERTON' is visible. Below the header, the breadcrumb 'Dashboard / Partner Services' is shown. The main content area is divided into two columns. The left column, titled 'PKF PARTNER SERVICES', features three service cards: 'Data Maturity Assessment' (with the subtext 'Assess your Data Maturity'), 'Financial Analytics' (with the subtext 'Bring your financial data to life'), and 'AI Risk Assessment' (with the subtext 'Get your AI Risk Report'). The right column, titled 'Summary of Services', contains a detailed overview of the partner services, including a general introduction and specific descriptions for Data Maturity Assessment, Financial Analytics, and AI Risk Assessment Reports.

**PKF ALBERTON CLIENT PORTAL** HERNAN ALBERTON

Dashboard / Partner Services

### PKF PARTNER SERVICES

**Data Maturity Assessment**  
Assess your Data Maturity

**Financial Analytics**  
Bring your financial data to life

**AI Risk Assessment**  
Get your AI Risk Report

### Summary of Services

Partner Services are designed to provide access to our selected Technology partners. These partners provide value add services that complement our current range of products and services. We will continue to work with and expand on these service offerings and partners. Note that these services may be subject to separate commercial agreements.

#### Data Maturity Assessment

PKF VGA Advisory has partnered with Inspired to provide the maturity assessment and to augment available skills and capacity in the digital advisory practice. The data maturity assessment provides a quick assessment tool to determine what improvement activities should be considered.

Inspired.org is a highly skilled consultancy with a 30 year track record and the provider of the platform on which the data maturity assessment instrument is built. Inspired offers architecture consulting services and high quality intensive online training related to business and information architecture.

#### Financial Analytics

PKF VGA Advisory has partnered with Phocas to provide a solution that digs the most useful data out of ERP and other business systems and presents it in a way that makes it easy to analyse, mainly in the mid-market, manufacturers, wholesale distributors, and retailers. The approach is designed to use your data to find ways to sell, buy, operate, and service customers better.

#### AI Risk Assessment Reports

PKF VGA Advisory has partnered MyFinB to provide access to Experisk, an AI-powered reporting system that identifies key risk areas on your companies with a forward looking perspective. This report is designed to assist with a comprehensive View of your risk profile.

MyFinB works with data to bring it to life with a sense of purpose and goal using Artificial Intelligence technology, within a Broad range of AI products and solutions.

Figure 9 Partner Services

## Data Maturity Assessment

The survey was developed to provide an easy and quick assessment of an organisation's maturity with respect to Data Management practices and is hosted by our partner [Inspired.org](https://inspired.org). It provides a score in various dimensions, plus recommendations on next steps pertinent to your situation.

No customer or personal data is shared when completing the survey, as a unique customer number/id will be generated.

Results will be returned to clients immediately in the web browser and you should print or store these locally. Surveys previously done can be retrieved on the portal in future using the unique id.

There is no charge for the service.

## AI Risk Assessment

The AI risk assessment was developed to provide quick insights, based on our shared Artificial Intelligence platform.

To support these, we typically require your last two Annual Financial statements, which we will share (we have a confidentiality agreement and strict deletion requirements). In addition, we will need to specify your industry and relevant currencies.

There are three levels of report that are available. Experisk Lite (USD 40), Experisk Profile (USD 40), and Experisk Premium (USD 750). Examples of these reports are available on the links above.

The link provided on the Client allows you to order this report. An invoice will be generated and sent directly to you.

## Financial Analytics

Our partner, [Phocas](https://phocas.com), provides an intelligent solution to build your Financial Intelligence and Insights into Company Performance. We work with Phocas to extract your data and provide an integrated dashboard for your business. This is designed to integrate with our ongoing Sampling and Data Analytics to improve the quality and breadth of our audit procedures.

We have provided links to our partner website and will be happy to work through the requirements and implementation of the Business Analytics.

# Company Secretarial

## Secretarial Support

Provides secretarial support, change requests and shared meetings between our teams.

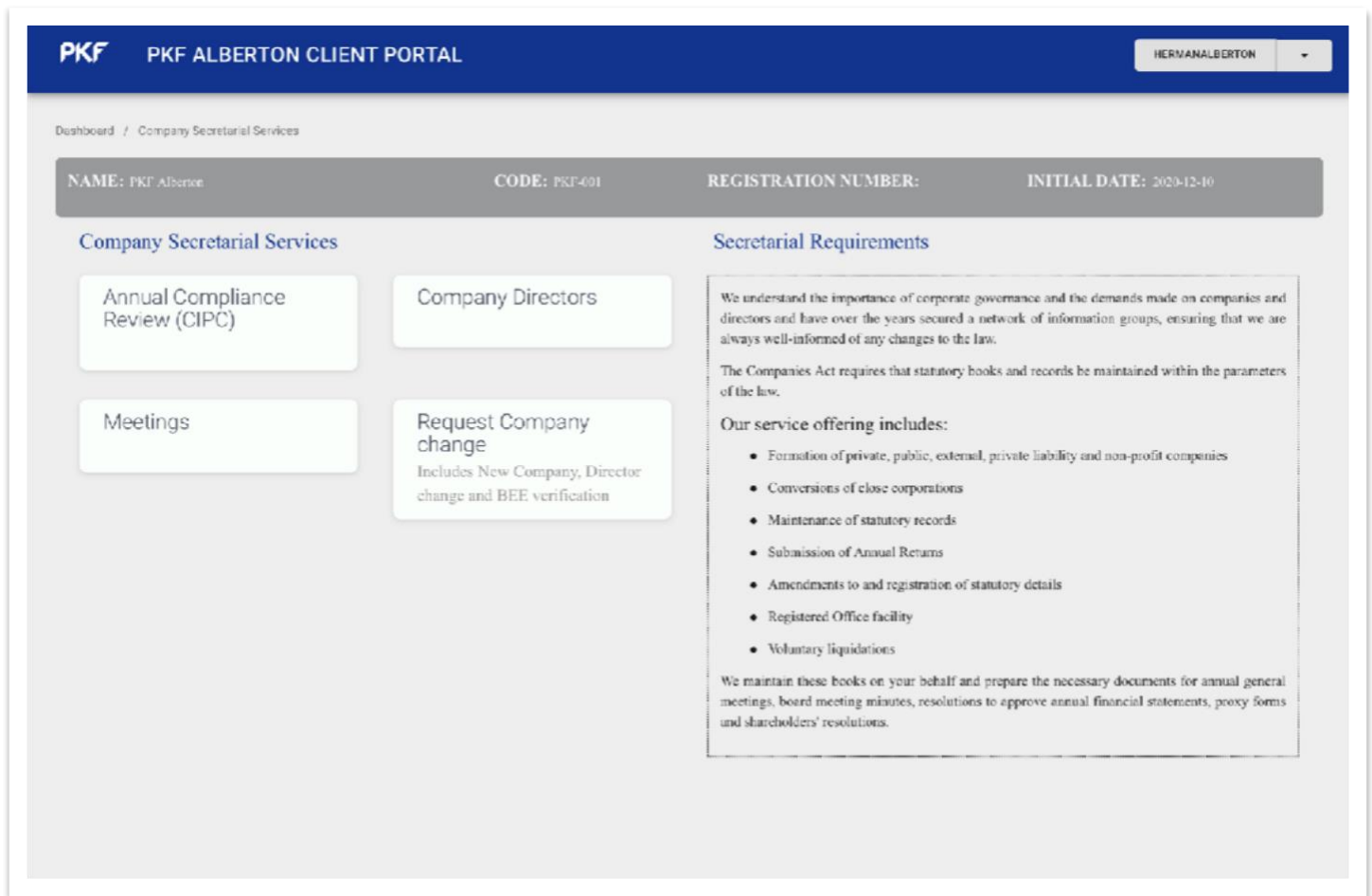


Figure 10 Company Secretarial

## Annual Compliance Review

The annual compliance review is used to automate the process of completing your annual return for CIPC.

## Company Directors

The company directors lists the current active directors, and allows you to keep these up to date. Any changes made will form part of our secretarial services.

## **Meetings**

The meetings allows you to record all formal meetings held.

If requested, this can be extended to manage the company secretarial meetings and packs. This is provided as a complimentary service to our clients.

## **Request Company Change**

This is a simple process to request changes required for company secretarial and will trigger an internal workflow. These services will be determined as part of our engagement agreement.

# Tax Guides

## Tax Guide

Link to our latest tax guides for 2021, and much more.



Figure 11 PKF SA website

# Appendix

## Security, Data Protection and Compliance

We recognise the importance of maintaining a secure environment that forms the basis of protecting our information and details stored on your client portal. At a minimum, the

- Infrastructure is on a secure, hosted server, managed by our professional services company;
- Backups are performed regularly and hosted off site;
- Security assessments are completed on a quarterly basis;
- Access is managed based on the least access principle, unless otherwise specified;
- We complete annual external reviews;
- We are aligned with ISO27001;
- Our infrastructure is supported by an ISO27000 certified provider; and
- We continue to identify ways to improve our security posture.

If you need additional information, please contact us directly.

## Engagement Contacts

You can reach our engagement team through our website, or directly.

	Gerhard Managing Partner	Mobile: +27 (82) 900 4441 Email: Gerhard@vg-a.co.za
	Herman Partner	Mobile: +27 (83) 864 0654 Email: Herman@vg-a.co.za
	Sharon Bensch Partner	Mobile: +27 (72) 197 6932 Email: Sharon@vg-a.co.za
	Lindi Penning Partner	Mobile: +27 (82) 924 5635 Email: Lindy@vg-a.co.za

## **General Contact Details**

Tel: +27 (0)10 595 9610

Email: [info@pkfvga.com](mailto:info@pkfvga.com)

Address:

89 Nelson Mandela Drive

Randhart

Alberton

1449