National Federation of Voluntary Service Providers
Pension & Life Assurance Scheme

OUTSOURCING POLICY

(July 2026)



Oranmore Business Park, Oranmore, Galway, Ireland
+ 353 (0)91 792316 pensionadmin@fedvol.ie www.fedvol.ie

Pension Authority No: PB67866 Revenue Approval No: SF7346

PENSION TRUSTEES: Mr. James Skehan (Chairman and Professional Trustee); Mr. John McHugo, (Vice-Chairman); Ms. Pauline Brennan; Mr. Francis Coughlan; Ms. Deirdre Herlihy and Mr. Bernard O'Regan.

National Federation of Voluntary Service Providers
Pension & Life Assurance Scheme

Outsourcing Policy

Introduction:

The National Federation of Voluntary Service Providers' Pension & Life Assurance Scheme (PB number 67866) (the "Scheme") is an occupational pension scheme established under the laws of the Republic of Ireland and regulated by the Pensions Authority.

The Trustees have approved the following updated Outsourcing Policy as part of the Scheme's overall governance and in compliance with the Pensions Authority Codes of Practice (Chapter 1).

Objectives and Policies:

The Trustees will outsource a number of activities and appoint service providers and advisors to assist them in the discharge of their duties. Where a service provider or advisor is appointed, the terms of the arrangement will be documented in a written contract which is legally enforceable.

The service providers and advisors will include:

(a) The Registered Administrator.
(b) The Investment Manager.
(c) The Broker / Administrator of the death in service benefits (the appointed broker will then identify the most competitive / suitable insurance company to underwrite the life cover).
(d) Key Function Holders for (1) Risk management and (2) Internal Audit.
(e) External Auditor.
(f) Legal Advisors.
(g) Other advisors which the Trustees may appoint from time to time.

Professional Trustee:

The Trustees consider that the Professional Trustee's role warrants separate treatment, and the role will not be subject to the review process as outlined below.

It is acknowledged that James Skehan, in his role as Professional Trustee, which includes providing key support to the work of the Pension Scheme Manager, has a unique level of experience and expertise that would be extremely difficult to replicate. James also has a long service history and involvement in the Scheme.

The Trustees have entered into a contractual agreement with the Professional Trustee which details the service to be provided and which will operate on a rolling three-year basis.

The Professional Trustee's performance will be subject to review by the other Trustees and if the performance is considered to be unacceptable then a replacement Professional Trustee and support for the Pension Scheme Manager will be sought. As a further protection for the Scheme, and to ensure continuity of the Professional Trustee role, the agreement requires a 12-month notice period from either party. In addition, an agreement has been reached with Trident Trustees Limited to take over the role of the Professional Trustee if required following an unplanned resignation by James Skehan.

In view of the conflict of interest involved, James Skehan absented himself from the discussions that led to the above decisions, and it was agreed that two Trustees, other than James, should sign this Policy.

Contract Terms:

Each written agreement will include:

(a) The commencement and end dates of the agreement.

(b) A detailed description of the obligations of service providers/advisors including, where relevant, deadlines that must be met.

(c) A description of the obligations of the Trustees.

(d) Details of the information to be provided to the Trustees and when the information is to be provided.

(e) Where required, details of submitting reports to the Pensions Authority.

(f) Record keeping and procedures for data protection.

(g) Details of any sub-contracting by service providers/advisors.

(h) Business Continuity Plans of each service provider.

(i) Dispute handling.

(j) Pricing and fees to be charged.

(k) Review, termination and handover procedures.

Appointment of Service Providers and Advisors:

The process for selecting and appointing service providers or advisors will be determined by the Trustees, taking into account:

(a) The particular activity or service.

(b) In the case of the Registered Administrator and Investment Manager, the process will be in compliance with the Critical Review requirements as set out in the Pensions Authority's Code of Practice.

(c) The Trustees will normally seek three quotations / proposals.

Each request will detail the information needed to be included in the proposal and will set out the criteria by which proposals will be assessed and the contract awarded. Value for money and ensuring the best outcome for members will be core features of any appointment, although the cheapest quotation will not necessarily be selected.

Following the selection of a provider or advisor, the rationale for the appointment will be documented and recorded by the Trustees.

Term of Agreements:

- Registered Administrator (RA) / Investment Manager:
  The standard appointment term for a Registered Administrator / Investment Manager will be 6 years with a critical review carried out mid-way during that term, or sooner if the Trustees have concerns over the RAs performance.

  The critical review may result in either:
  (a) The agreement with the current RA and Investment Manager being continued for a further 3 years; or
  (b) A full market review / RFP.

  The outcome of the critical review will be fully documented by the Trustees.

  Every 6 years, the critical review will include an assessment of the services, (including value for money) offered by other group pension administrators and investment managers.

  The Trustees note that while the three-year review of the Investment Manager can be extended to five years, in practice, where the administration and investment services are provided by the same company the critical review of both services will be undertaken at the same time.

- Other Service Providers:
  The standard appointment term for other service provider appointments will be two or three years, with an option to extend the agreement for a further two years, if deemed appropriate.

All agreements will include provision for the early termination of the service and the grounds for the decision.

Further detail on the selection, appointment and termination of agreements is detailed in related policies.

Approval and Next Review Date of this Policy:

This document was approved and came into effect as follows:

Document Control	
Approved By:	**Mr. John McHugo,** **Vice Chairman,** **National Federation of Voluntary Service Providers' Pension & Life Assurance Scheme**
Approved By:	**Mr. Francis Coughlan,** **Pension Scheme Trustee,** **National Federation of Voluntary Service Providers' Pension & Life Assurance Scheme**
Date approved:	**30th July, 2026**
Next review date	**July 2029**
Previous versions	**25th April, 2023**



Signed: _____ **Date: 30th July, 2026**

John McHugo,
Vice Chairman



Signed: _____ **Date: 30th July, 2026**

Francis Coughlan
Pension Scheme Chairman