RETACH

SCOPE OF SERVICES / STATEMENT OF WORK

Fixed-Scope vCISO Engagement — under the RETACH vCISO Master Engagement Framework

Document Control	
SOW reference	RDL-SOW-[YYYY]-[NNN]
Status	Version 1.0 template
Parties	RETACH Digital Ltd (“RETACH”) and [CLIENT LEGAL NAME] (the “Client”)
Issued under	Master Engagement Framework dated [date] (template v1.0) · Mutual Non-Disclosure Agreement dated [date] (template v1.0)
Quotation	Quotation [SAL-QTN-YYYY-NNNNN] (pricing only — this SOW governs scope)
Classification	Completed for each engagement — confidential to Client and RETACH
Governing law	Republic of Kenya

Part A — Engagement Terms

1. Parties, Framework and Precedence

1.1 This Scope of Services / Statement of Work ("SOW") is made on [SOW Effective Date] between **RETACH Digital Ltd**, a private limited company incorporated in Kenya under the Companies Act, 2015 (Certificate No. PVT-WQ12RMY5), of P.O. Box 26518-00100, Nairobi ("RETACH"), and **[CLIENT LEGAL NAME]**, [registration number], of [address] (the "Client"). Each is a "Party".

1.2 This SOW is issued under, and incorporates, the Master Engagement Framework between the Parties dated [date] (the "Framework") and the Mutual Non-Disclosure Agreement between the Parties dated [date] (the "NDA"). Terms defined in the Framework or the NDA have the same meaning here.

1.3 If documents conflict, they take priority in this order: (a) the NDA, for confidentiality, Security Information and Personal Data; (b) this SOW, for scope, Deliverables, fees, timeline and acceptance of this engagement; (c) the Framework, for everything else. A Quotation, purchase order or other Client form does not change this SOW, and any terms printed on it do not apply.

1.4 The Framework and the NDA must be signed before, or together with, this SOW. RETACH will not start work, access any Client system or receive Personal Data until all three are signed.

2. Engagement Summary

Tick the Module(s) this SOW covers. Only the Module Schedules ticked here form part of this SOW.

Item	Details
Module(s) selected	☐ M1 Security Audit (Digital Resilience Assessment) ☐ M2 ISO/IEC 27001:2022 Readiness ☐ M3 Security Policy Build ☐ M4 Board Security Roadmap ☐ M5 Post-Incident Review
Options (M1 only)	☐ Identity & Access Risk Assessment add-on ☐ Full CRQ upgrade
Start date	[date] (subject to clause 1.4)
Target completion	[date] — [__] business days from start, excluding Client delay (clause 5.3)
Fixed fee	KES [amount] — see clause 7 and the Fee Table
Client Executive Sponsor	[name, title, email, phone]
Client IT Lead	[name, title, email, phone]
RETACH vCISO	[name, email, phone]
RETACH Delivery Lead	[name, email, phone]
Pre-approved subcontractors	[None] / [name — role — Module] (NDA clause 1.5)

Item	Details
Personal Data involved?	☐ No ☐ Yes — NDA Schedule 1 completed and attached as Annex A
Separate DPA required?	☐ No ☐ Yes — large-scale or sensitive Personal Data (NDA clause 6.11); signed before start

3. Scope of Services

3.1 RETACH shall perform the services described in each Module Schedule selected in clause 2 (the "Services") and provide the Deliverables listed there.

3.2 Anything not expressly listed in a selected Module Schedule is out of scope. Out-of-scope work needs a Change Order under clause 8.

3.3 **In-scope environment.** The Services cover the following environment. Fees and timelines assume these figures:

Element	In scope for this SOW
Legal entities / branches	[names]
Sites	[number and locations]
Staff (headcount)	[number]
Endpoints / servers	[number] / [number]
Cloud tenants and key applications	[e.g. Microsoft 365 tenant, core banking system, ERP]
Explicitly excluded	[systems, sites or third-party hosted services not in scope]

3.4 **Standards.** RETACH performs the Services using the S.I.N.S. Framework™ (Systems, Infrastructure, Network, Security) with reference to ISO/IEC 27005:2022, the NIST Cybersecurity Framework 2.0 and, for Module M2, ISO/IEC 27001:2022. RETACH is not a certification body and does not certify the Client against any standard.

3.5 **Advisory nature.** The Services are governance and advisory services (Framework Section 2). Under this SOW RETACH does not operate, configure or remediate the Client's systems or controls. Implementation work, if wanted, is scoped under a separate SOW.

4. Authorisation for Testing and System Access

4.1 Where a Module involves collecting technical evidence from Client systems, RETACH shall carry out only the activities marked "Authorised" in Schedule 1 (Rules of Engagement), on the systems, from the source addresses and within the time windows stated there. Schedule 1 must be signed by an authorised Client representative before any technical activity starts.

4.2 Exploitation, credential attacks, denial-of-service testing and social engineering are **not authorised** unless Schedule 1 expressly authorises them and the fee reflects them.

4.3 The Client confirms that it owns each system listed in Schedule 1 or holds the system owner's written authority for the activities authorised (NDA clause 5.1). Where a system is hosted or managed by a third party (for example a hosted core banking platform or a

cloud provider), the Client shall obtain that third party's written consent where required, at its own cost, before testing starts.

4.4 Either Party may pause technical activity immediately if it observes instability or unexpected impact, and shall tell the other Party's emergency contact at once. Credentials are handled under NDA clause 5.2 and revoked or rotated when the work ends.

5. Client Responsibilities and Assumptions

5.1 The Client shall:

(a) name the Executive Sponsor and IT Lead in clause 2 and keep them available (Framework Section 4);

(b) provide the access, documents and evidence RETACH reasonably requests within [5] business days of the request;

(c) make relevant staff available for interviews and workshops at agreed times;

(d) review each draft Deliverable and return consolidated comments within [5] business days;

(e) hold current, tested backups of in-scope systems before any technical activity starts; and

(f) make the decisions and approvals needed for the Services on time.

5.2 **Assumptions.** Fees and timelines assume that: information the Client provides is accurate and complete; work is done remotely or at Client premises in Nairobi; the environment is within [10]% of the figures in clause 3.3; and the Services are delivered in English. If an assumption proves wrong, either Party may raise a Change Request.

5.3 **Client delay.** Timelines are extended by any delay caused by the Client. If Client delay exceeds [10] business days in total, RETACH may reschedule the remaining work and raise a Change Request for any extra cost. If the engagement is paused at the Client's request, or by Client delay, for more than [30] days, RETACH may invoice for work performed to date.

6. Deliverables and Acceptance

6.1 RETACH issues each Deliverable as a draft. The Client returns consolidated comments within [5] business days, and RETACH then issues the final version.

6.2 A Deliverable is accepted when the Client signs the Acceptance Certificate (Schedule 2), or, if earlier, when [10] business days pass after the final version is delivered without written notice from the Client of a material non-conformity with the Module Schedule. Use of a Deliverable in the Client's business, other than for review, also counts as acceptance.

6.3 If the Client notifies a material non-conformity, RETACH shall correct it at no extra charge and resubmit, and clause 6.2 applies again. Comments that ask for work outside the Module Schedule are handled as Change Requests.

6.4 Findings reflect the environment, evidence and information available at the assessment date. They are not a statement about the environment at any later date.

7. Fees, Invoicing and Payment

7.1 The fees are fixed for the scope in this SOW and are set out in the Fee Table. They do not cover Change Orders or expenses under clause 7.5.

Module	Fixed fee (KES)	Invoice milestones
[M_ — name]	[amount]	[50]% on SOW signature · [50]% on acceptance of the final Deliverable(s)
[M_ — name]	[amount]	[as above / module-specific milestones]
Total	[amount]	

7.2 RETACH shall issue invoices as eTIMS-compliant tax invoices at each milestone. Payment is due within 30 days of the invoice date, in Kenya Shillings, to the RETACH bank account stated on the invoice.

7.3 **Bank details.** RETACH will never change its bank details by email alone. Before paying to any new or changed account, the Client shall confirm the details by telephone with a RETACH director on a number already known to it.

7.4 **Taxes.** The fees are stated exclusive of VAT. RETACH is not registered for VAT at the SOW Effective Date, so no VAT is charged. If RETACH becomes VAT-registered, VAT at the applicable rate will be added to invoices issued after the registration date, and RETACH shall give the Client written notice. Where the law requires the Client to withhold tax, the Client shall withhold only the amount the law requires, pay it to KRA and send RETACH the withholding tax certificate promptly. The fees are not grossed up for withholding tax.

7.5 **Expenses.** Work in Nairobi is included in the fees. Travel outside Nairobi, accommodation and third-party costs (for example paid data sources or certification-body fees) are charged at cost, and only with the Client's prior written approval.

7.6 **Late payment.** If an undisputed invoice is unpaid when due, RETACH may charge simple interest at [rate]% per annum from the due date until payment, and, after 7 days' written notice, may suspend the Services until payment. Timelines are extended by any suspension. The Client shall notify any disputed amount in writing within [10] business days of the invoice date, stating its reasons, and pay the undisputed part on time.

8. Change Control

8.1 Either Party may request a change to scope, Deliverables, timeline or environment by sending a Change Request (Schedule 3). RETACH shall respond within [5] business days with the impact on scope, fee, timeline and risk.

8.2 No change binds either Party until both Parties' authorised representatives sign the Change Order in Schedule 3. Until then, this SOW continues unchanged.

8.3 Changes are priced by fixed quote or at RETACH's day rate of KES [amount] per consultant-day, as stated in the Change Order.

8.4 A minor change with no effect on fee, timeline or risk may be agreed by email between the Client IT Lead and the RETACH vCISO, and is recorded in the engagement change log.

8.5 **Incidents found during the Services.** If RETACH finds evidence of an active compromise, it shall notify the Client's designated contact without delay, and within 24

hours for a critical finding (NDA clause 5.5). Incident response work is out of scope and needs a Change Order or a separate SOW.

9. Term, Suspension and Termination

9.1 This SOW starts on the SOW Effective Date and ends when the last Deliverable is accepted, unless terminated earlier.

9.2 Either Party may terminate this SOW for convenience on 30 days' written notice. Either Party may terminate it for cause as set out in the Framework (Section 11: material breach uncured 14 days after written notice, or insolvency).

9.3 On termination the Client pays for work performed up to the effective date (Framework Section 9) and any expenses approved under clause 7.5 that RETACH has already incurred. RETACH delivers the work in progress in its current state and refunds any fee paid in advance for work not performed.

9.4 Termination of this SOW does not end the Framework or any other SOW. If the Framework ends, this SOW ends on the same date unless the Parties agree in writing to complete it.

9.5 On expiry or termination, the exit and handover terms in Framework Section 9 apply, Confidential Information is returned or destroyed under NDA clause 8.2, and credentials are revoked or rotated under NDA clause 5.2.

10. Warranties, Liability and Security Outcomes

10.1 RETACH warrants that it will perform the Services with reasonable skill and care, using suitably qualified personnel, in line with good industry practice. If the Client notifies a breach of this warranty within [30] days of acceptance of the affected Deliverable, RETACH shall re-perform the affected Services at no extra charge. This is in addition to the Client's other rights, subject to clause 10.2.

10.2 **Liability cap.** As set out in Framework Section 11, RETACH's total liability arising under or in connection with this SOW is capped at the total fees paid by the Client under this SOW. The cap does not apply to breach of confidentiality, gross negligence, wilful misconduct or infringement of intellectual property rights (see also NDA clause 9.2).

10.3 **Indirect loss.** Neither Party is liable to the other for loss of profit, revenue, business or goodwill, or for any indirect or consequential loss, except to the extent the loss arises from a matter to which the cap in clause 10.2 does not apply.

10.4 **No guarantee of security.** The Client acknowledges that no assessment can identify every vulnerability or prevent every incident. The Services reduce risk but do not remove it. RETACH does not guarantee that the Client will not suffer a security incident, will pass any audit or examination, or will obtain any certification or regulatory approval.

10.5 **Quantified risk figures.** Where a Deliverable includes quantified risk outputs (such as S.I.N.S. pillar scores, a Risk Delta, or Expected Annual Loss ranges under the Full CRQ option), these are model-based estimates from stated inputs and assumptions, shown as ranges, to help the Client prioritise. They are not a guarantee, a valuation, an actuarial certification or insurance advice.

10.6 The Client remains responsible for its own decisions, for implementing recommendations, and for the acts of its other service providers. RETACH is not liable for loss caused by the Client's decision not to implement, or delay in implementing, a recommendation.

11. Personnel, Subcontractors and Independence

11.1 RETACH shall provide the personnel named in clause 2 and may replace them with people of equivalent skill after notifying the Client.

11.2 RETACH may use only the subcontractors pre-approved in clause 2, or others the Client approves in writing (NDA clause 1.5). RETACH remains responsible for their work.

11.3 RETACH's recommendations are vendor-neutral. Where a recommendation involves a product RETACH resells, RETACH shall say so and give at least one alternative (Framework Section 7).

12. Personal Data, Confidentiality and Benchmarking

12.1 Confidentiality, Security Information and Personal Data are governed by the NDA. For Personal Data processed under this SOW, the Client is the controller and RETACH the processor (NDA clause 6.1). Where clause 2 states that Personal Data is involved, NDA Schedule 1 is completed for this SOW and attached as Annex A before work starts.

12.2 **Registration (NDA clause 6.10).** RETACH confirms that at the SOW Effective Date it [is registered with the Office of the Data Protection Commissioner as a data processor, certificate no. [__], valid to [date]] / [is not registered, as it qualifies for the exemption from mandatory registration for small entities under the Data Protection (Registration of Data Controllers and Data Processors) Regulations, 2021]. RETACH shall tell the Client promptly if this changes.

12.3 **Anonymised benchmarking (NDA clause 7.4) — optional.** The Client may choose whether RETACH may use anonymised, aggregated and non-attributable data derived from this engagement for benchmarking and research, including the Kenya Digital Risk Index. Neither the Client nor any data subject may be identifiable from that data. The choice does not affect the fees or the Services, and consent may be withdrawn in writing at any time for future use (withdrawal does not recall aggregated results already published).

☐ The Client consents ☐ The Client does not consent Initials: _____

13. Intellectual Property

13.1 As set out in Framework Section 10, the Client owns the Deliverables specific to its environment (its reports, policies and risk register content). RETACH retains its methodology and pre-existing intellectual property, including the S.I.N.S. Framework™, the CRQ Engine, its scoring models, templates and assessment tools.

13.2 On payment of the fees for the relevant Deliverable, the Client receives a non-exclusive, perpetual licence to use any RETACH methodology embedded in the Deliverables for its internal purposes, including sharing them in confidence with its board, auditors, insurers and regulators.

14. General

14.1 The governing law and dispute resolution terms of the Framework (Section 11) apply to this SOW: Kenyan law; negotiation between Executive Sponsors for 14 days, then mediation, then the courts of Kenya at Nairobi.

14.2 This SOW, with the Framework and the NDA, is the whole agreement on its subject matter. It may be varied only under clause 8. It may be signed in counterparts and by electronic signature.

Execution

Signed by the Parties' authorised signatories on the dates below.

RETACH Digital Ltd	[CLIENT LEGAL NAME]
Name: Paul N. Nduati	Name: _____
Title: Director	Title: _____
Signature: _____	Signature: _____
Date: _____	Date: _____

Part B — Module Schedules

Each Module Schedule sets out the objective, activities, Deliverables, duration, and module-specific assumptions and exclusions. Only Modules ticked in clause 2 apply. Durations are in business days from the start date, excluding Client delay.

Standards alignment

Module	S.I.N.S. pillar(s)	ISO/IEC 27005:2022	NIST CSF 2.0
M1 Security Audit	All four	Risk identification, analysis & evaluation	IDENTIFY (ID.AM, ID.RA); GOVERN (GV.RM)
M2 ISO 27001 Readiness	Security (governance across all four)	Full risk process: context to treatment	GOVERN (GV.OC, GV.RM, GV.PO)
M3 Policy Build	Systems / Security	Risk treatment	GOVERN (GV.PO)
M4 Board Roadmap	Security	Communication & consultation; treatment planning	GOVERN (GV.OV, GV.RM, GV.RR)
M5 Post-Incident Review	Security / Network	Monitoring & review	RESPOND (RS.AN); RECOVER (RC.RP); IDENTIFY (ID.IM)

M1 — Security Audit (Digital Resilience Assessment)

OBJECTIVE

A measured, evidence-based assessment of the Client's security posture across the four S.I.N.S. pillars, giving a scored baseline, a prioritised remediation roadmap and a Risk Delta baseline that a later re-run can be measured against.

ACTIVITIES

- Kickoff and scope confirmation; evidence request issued.
- Document review: policies, prior audit findings, network diagrams, asset and identity inventories.
- Interviews with the Client IT Lead and key system owners.
- Technical evidence collection limited to the activities authorised in Schedule 1 (for example configuration review, authenticated vulnerability scanning of in-scope hosts, external attack-surface review, cloud tenant posture review).
- S.I.N.S. pillar scoring and control mapping to NIST CSF 2.0 and ISO/IEC 27001:2022 Annex A.
- Findings entered in the Client's risk register; readout workshop with management.

DELIVERABLES

Ref	Deliverable
D1.1	Executive report — S.I.N.S. pillar scores, heatmap and top risks
D1.2	Findings register — severity, evidence, owner and recommendation for each finding
D1.3	30/60/90-day remediation roadmap
D1.4	Risk Delta baseline — the scored current position for a later post-remediation re-run

Ref	Deliverable
D1.5	Management readout presentation

OPTIONS (TICK IN CLAUSE 2)

- **Identity & Access Risk Assessment add-on** — read-only review of the Client's directory (Active Directory / Entra ID) for privileged access, delegation, credential and persistence risks; adds a findings section to D1.1 and D1.2.
- **Full CRQ upgrade** — adds modelled Expected Annual Loss ranges in KES for the baseline (current residual) and post-remediation (target residual) positions, a regulatory exposure view and a board report. Figures are ranges, subject to clause 10.5.

DURATION AND FEE

[__] business days. Fee per the Fee Table in clause 7.

MODULE ASSUMPTIONS

- Scanning tools run from the source addresses stated in Schedule 1; the Client allow-lists them where needed.
- Evidence covers the environment in clause 3.3; material growth is a Change Request.

MODULE EXCLUSIONS

- Penetration testing and exploitation (unless authorised in Schedule 1 and priced).
- Remediation or configuration changes; source code review; physical security testing; social engineering; operational technology.
- Systems owned by third parties unless their written consent is obtained under clause 4.3.

M2 — ISO/IEC 27001:2022 Readiness

OBJECTIVE

Measure the gap between the Client's current information security management and the requirements of ISO/IEC 27001:2022, and give a practical plan to reach certification readiness.

ACTIVITIES

- ISMS scope workshop: context, interested parties and boundaries (clause 4).
- Gap assessment against clauses 4 to 10 and the 93 Annex A controls.
- Review of the risk assessment and treatment method, aligned to ISO/IEC 27005:2022.
- Draft Statement of Applicability.
- Readiness scoring and a roadmap to the Stage 1 and Stage 2 certification audits; vendor-neutral guidance on choosing an accredited certification body.

DELIVERABLES

Ref	Deliverable
D2.1	Draft ISMS scope statement
D2.2	Gap assessment report (clauses 4–10 and Annex A)
D2.3	Draft Statement of Applicability
D2.4	Risk assessment and treatment method (ISO/IEC 27005-aligned), draft for adoption
D2.5	Certification readiness roadmap with effort estimates

DURATION AND FEE

[__] business days. Fee per the Fee Table in clause 7.

MODULE ASSUMPTIONS

- The gap assessment relies on documents and interviews; technical testing is not included unless Schedule 1 and the Fee Table say so.

MODULE EXCLUSIONS

- The certification audit itself, which only an accredited certification body can perform.
- Writing the full policy set (see M3); performing the internal audit; implementing controls.
- Any guarantee that certification will be obtained (clause 10.4).

M3 — Security Policy Build

OBJECTIVE

A right-sized, board-approved set of information security policies that fits the Client's risks and aligns to ISO/IEC 27001:2022 and the Data Protection Act, 2019.

ACTIVITIES

- Review of existing policies against the Client's risks and obligations.
- Agreement of the policy set (up to [__] policies) from the list below.
- Drafting; one consolidated review round and one revision round for each policy.
- Board approval pack; one staff awareness briefing.

DELIVERABLES

Ref	Deliverable
D3.1	Policy set of up to [__] policies chosen from: Information Security (top-level); Acceptable Use; Access Control & Identity; Authentication & Passwords; Asset Management; Backup & Recovery; Incident Response; Data Protection & Privacy (internal); Data Retention; Supplier Security; Change Management; Remote Working & BYOD; IT Business Continuity
D3.2	Policy register — owner, review date, ISO/IEC 27001 Annex A and NIST CSF 2.0 mapping
D3.3	Board approval pack
D3.4	Staff awareness briefing (one session, up to [__] participants)

DURATION AND FEE

[__] business days. Fee per the Fee Table in clause 7.

MODULE ASSUMPTIONS

- Policies that affect employment terms (for example monitoring or disciplinary consequences) are reviewed by the Client's own HR or legal adviser before adoption.

MODULE EXCLUSIONS

- Legal advice on employment law; procedures and work instructions below policy level (unless listed); enforcing or implementing the policies; translation; public privacy notices.

M4 — Board Security Roadmap

OBJECTIVE

Give the Board a clear, decision-ready 12–24-month security strategy tied to its risk appetite and budget.

ACTIVITIES

- Review of existing assessments (or M1 outputs).
- Interviews with executives; risk appetite workshop with the Board or Executive Sponsor.
- Prioritisation of initiatives by risk reduction and cost; indicative budget ranges.
- Definition of KPIs and KRIs; board presentation.

DELIVERABLES

Ref	Deliverable
D4.1	Draft risk appetite statement for Board approval
D4.2	12–24-month security roadmap — initiatives, sequencing, owners and indicative budget ranges
D4.3	KPI/KRI set, including the S.I.N.S. scorecard and Risk Delta tracking
D4.4	Board presentation and pack
D4.5	Confirmed governance cadence (Framework Section 6)

DURATION AND FEE

[__] business days. Fee per the Fee Table in clause 7.

MODULE ASSUMPTIONS

- The roadmap relies on assessment evidence less than 12 months old. If none exists, M1 is recommended first.
- Budget figures are indicative ranges, not vendor quotations.

MODULE EXCLUSIONS

- Procurement and vendor quotations (any RETACH-resold product is disclosed under clause 11.3); implementing the roadmap.

M5 — Post-Incident Review

OBJECTIVE

An independent review, after an incident has been contained, of what happened, why, and what the Client should change.

ACTIVITIES

- Timeline reconstruction from the Client's records, logs and tickets as made available.
- Interviews with responders and system owners.
- Root-cause analysis (technical, process and people), mapped to the S.I.N.S. pillars.
- Assessment of the response against the Client's incident response plan and NIST CSF 2.0 (Respond and Recover).
- Check of the Client's regulatory notifications (for example to the Data Commissioner under the Data Protection Act, 2019) and a lessons-learned workshop.

DELIVERABLES

Ref	Deliverable
D5.1	Incident timeline
D5.2	Root-cause analysis report

Ref	Deliverable
D5.3	Response effectiveness assessment
D5.4	Corrective action plan with owners and dates
D5.5	Board briefing note; lessons-learned workshop

DURATION AND FEE

[__] business days. Fee per the Fee Table in clause 7.

MODULE ASSUMPTIONS

- The incident is contained before work starts.
- If the Client wants the review to be covered by legal professional privilege, the Client's advocate instructs RETACH and the Parties agree the arrangement in writing before work starts.

MODULE EXCLUSIONS

- Live incident response, containment or eradication; forensic imaging and chain-of-custody evidence handling (RETACH can recommend a specialist provider).
- Expert witness services; opinions on legal liability; notifying regulators or law enforcement, which remains the Client's responsibility.

Schedule 1 — Rules of Engagement and Testing Authorisation

Required before any technical activity (clause 4). Activities not marked “Authorised” are not permitted.

Item	Details
Systems / IP ranges / URLs in scope	[list]
Systems excluded	[list]
Third-party hosts and consent obtained	[host — consent reference / date] (clause 4.3)
RETACH source IP addresses	[list]
Testing windows	[dates and times, EAT]
Emergency contacts — Client	[name, phone, available 24/7 during windows]
Emergency contacts — RETACH	[name, phone]

Activity	Status
Configuration and document review (read-only)	☐ Authorised ☐ Not authorised
Authenticated vulnerability scanning of in-scope hosts	☐ Authorised ☐ Not authorised
External attack-surface review and non-intrusive scanning	☐ Authorised ☐ Not authorised
Directory read-only collection (Identity & Access Risk Assessment)	☐ Authorised ☐ Not authorised
Cloud tenant posture review (read-only)	☐ Authorised ☐ Not authorised
Exploitation of vulnerabilities	☐ Authorised ☐ Not authorised (default)
Password / credential attacks	☐ Authorised ☐ Not authorised (default)
Denial-of-service or load testing	☐ Authorised ☐ Not authorised (default)
Social engineering / phishing simulation	☐ Authorised ☐ Not authorised (default)

The Client’s authorised representative confirms the authority in clause 4.3 for the systems above.

Client authorised representative	
Name / title: _____	Signature: _____
Date: _____	Authority basis: [e.g. board resolution / delegated authority]

Schedule 2 — Acceptance Certificate

Item	Details
SOW reference	RDL-SOW-[YYYY]-[NNN]
Deliverable(s) accepted	[Ref and title, version]
Date final version delivered	[date]
Comments / agreed follow-ups	[if any]

The Client accepts the Deliverable(s) above as conforming to the SOW (clause 6.2).

Client	
Name / title: _____	Signature / date: _____

Schedule 3 — Change Request and Change Order

Item	Details
Change reference	RDL-SOW-[YYYY]-[NNN]-CR[__]
Requested by / date	[Party, name, date]
Description of change	[what, and why]
Impact — scope and Deliverables	[added / removed / changed]
Impact — fee	KES [amount] (fixed quote / [__] days × day rate, clause 8.3)
Impact — timeline	[new target completion date]
Impact — risk, access or Schedule 1	[any new authorisation needed]

Change Order — this change is binding when signed by both Parties (clause 8.2).

RETACH Digital Ltd	[CLIENT LEGAL NAME]
Name / title: _____	Name / title: _____
Signature / date: _____	Signature / date: _____

Annex A — Personal Data Processing Details

Where clause 2 states that Personal Data is involved, attach the completed NDA Schedule 1 for this SOW here. Any location outside Kenya must be named in it to be consented to under NDA clause 6.7.