



## New Authority Matrix for the Services Organization

At Acme, our commitment to integrity is the foundation upon which our values are founded and requires personal commitment. It is for this reason that we have fostered a culture of compliance, operational improvement and client focus. Our commitment to integrity is also reinforced through establishing and complying with policies, standard operating procedures and other guiding documents.

In keeping with this commitment, I am pleased to announce a new Authority Matrix for our Services organization. In simple terms, the Authority Matrix communicates who must review, recommend for approval, or approve actions on behalf of the company. It is designed to promote consistency, accountability, transparency and efficiency within the decision-making process.

The Authority Matrix is organized into eight distinct areas of business activity:

1. Field Cash Reporting
2. Fixed Assets
3. Financial Reporting
4. Human Resources & Payroll
5. Procurement
6. Revenue
7. Treasury
8. Entity Level

This document is effective February 3, 2016, and training sessions will be arranged during the coming weeks. In the meantime, please ensure you familiarize yourselves with the Authority Matrix. It is now [available here](#), as well as in the new Services Policy Center on the Intranet, the new location for our operation's policies and other guiding documents. The Services Policy Center can be accessed from the Corporate Policy Center under the Services tab.

Our Authority Matrix is also critical to our organization's growth and our ability to satisfy our clients, who want confidence in our compliance efforts. Following the Authority Matrix creates a standardized approach to evaluating our compliance with our internal controls.

I would like to emphasize that compliance with the Authority Matrix, as well as all policies and procedures, is everyone's responsibility. We are all held accountable for complying with the document. Our performance will be judged on how well we live up to our commitment. If you have any queries, please contact me or your supervisor.

Thank you in advance for helping to keep Acme's commitment to integrity and to our collective success.

Sincerely,

**Martin Luther King**

President, Services Organization