

Maximising Returns from your Outsourcing and Shared Services Initiatives

Conference Programme

8.30am REGISTRATION

9.00am MITIGATING LEGAL RISKS BY DRAFTING EFFECTIVE OUTSOURCING CONTRACTS

- Introduction to structure and key contractual provisions in outsourcing contracts
- Developing a flexible and robust contract to manage change
- Reviewing the terms for sub-contracting to ensure your rights are not prejudiced
- Addressing dispute resolution strategies and governance procedures
- Steps to effectively monitor service levels
- Drafting exit provisions that provide the least service disruption

Rajesh Sreenivasan, Partner, RAJAH & TANN

10.00am MORNING BREAK

10.30am LEGAL ISSUES IN OFFSHORE OUTSOURCING

- Specific legal concerns eg. jurisdiction clauses and enforcement
- Evaluating the legal and regulatory requirements in the foreign location
- Uncovering conflicts between foreign and local law and recognising applicable law
- Dispute resolution strategies in offshoring arrangements
- Remote monitoring, revenue recognition and specific audit concerns in offshoring
- Protecting IP rights: Understanding the IP laws in the foreign location
- Addressing privacy of data handled by the third-party outsourcing entity

Rajesh Sreenivasan, Partner, RAJAH & TANN

11.30am NCS CASE STUDY: REAPING THE BENEFITS OF OUTSOURCING

- Determining the work processes to be outsourced
- Selecting a vendor to fit with the business
- Avoiding the common pitfalls and managing the risks involved in outsourcing
- Ensuring the smooth transition of work processes
- Managing the outsourcing relationship to ensure service levels are met

Lau Soon Liang, Assistant Chief Executive, NCS PTE LTD

12.30pm LUNCH

2.00pm OUTSOURCING AND SHARED SERVICES CENTRES – TRENDS AND TAX PLANNING

- Overview of tax incentives in Singapore
- Tax considerations when establishing a SSC
 - Potential adverse effects of withholding taxes
 - Identifying when GST and custom duties are payable
 - Tax treaties and foreign tax issues
- Transfer pricing: Examining inter-group transactions
 - What constitutes an 'arm's length' fee?
 - The pricing of transactions to related entities
- Documenting transaction flows for compliance purposes
- Case study: Tax issues for (a) corporation headquartered in Singapore and (b) foreign-based corporation

Sunil Agarwal, Senior Manager, Corporate Tax, PricewaterhouseCoopers SINGAPORE

3.00pm AFTERNOON BREAK

3.30pm ESTABLISHING A SSC IN SINGAPORE: THE VOLKSWAGEN FINANCIAL SERVICES EXPERIENCE

- History of the regional headquarters of VW FS AG in Singapore
- Daily business in our headquarters
- Financing of the Management Company
- Transfer pricing issues
- Tax incentives in Singapore especially the Finance & Treasury Center (FTC)
- Experiences and lessons

Jens Rettberg, GM-Accounting, VOLKSWAGEN FINANCIAL SERVICES ASIA-PACIFIC PTE LTD

4.20pm INDIA – KEY TAX AND REGULATORY ISSUES WHEN OUTSOURCING OR SETTING UP A SHARED SERVICES CENTRE

- India as an outsourcing hub – Competitive advantages and latest trend
- Examining India's tax structure
- Determining the best structure for a captive centre
 - Branch office
 - Wholly-owned subsidiary
 - JV company
 - Acquisition of existing Indian company
- Special concession zones and their benefits
- Key tax issues relevant to outsourcing arrangements
- Broad legal aspects concerning drafting and enforcing of outsourcing contracts

Mahip Gupta, Senior Manager, Corporate Tax, PricewaterhouseCoopers SINGAPORE

5.20pm CLOSE OF CONFERENCE

EARLY BIRD FEE

(register by 20 May)

S\$550 + 5% GST

WHO SHOULD ATTEND

- **Directors, Managers, Heads and Consultants responsible for business strategy, outsourcing, shared services, procurement, managed services, service levels, purchasing, facility management, vendor management, contracts, finance, tax and business operations**

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About the Speakers

Lau Soon Liang, Assistant Chief Executive, NCS PTE LTD

Lau Soon Liang has served as an Assistant Chief Executive of NCS since April 2000 and oversees the company's data centre, infrastructure, facilities management and desktop management services. Soon Liang has been with the company for over 15 years and worked as a systems engineer, manager, senior manager and general manager before being Assistant Chief Executive. Prior to joining NCS in 1985, Soon Liang worked for Singapore Telecommunications Ltd.

Sunil Agarwal, Senior Manager, Corporate Tax, PricewaterhouseCoopers SINGAPORE

Sunil Agarwal is a Senior Manager at PricewaterhouseCoopers Singapore. Sunil has over 10 years of experience in tax consulting services and specialises in transfer pricing.

Some of his key experience includes advising companies on restructuring of their business operations to achieve optimal tax position; assisting clients in establishing tax-efficient contracting structures; assisting clients in preparing transfer pricing documentation as well as defending their transfer prices with the tax authorities and advising multinationals on various cross border tax issues.

Sunil is a member of the Institute of Chartered Accountants of India and Institute of Costs & Works Accountants of India.

Mahip Gupta, Senior Manager, Corporate Tax, PricewaterhouseCoopers SINGAPORE

Mahip Gupta is a Senior Manager with the Tax Consultancy Services department of

PricewaterhouseCoopers, Singapore. He advises clients on international tax & regulatory matters as well as domestic tax issues in India, Singapore and other countries in the region.

Mahip has more than a decade of tax consulting experience and has earlier worked with prominent tax consultancy firms in India such as KPMG and RSM. His experience spans to different sectors including financial, information technology, logistic services, manufacturing, oil & gas, energy, et al. He also helped some of the very large multinationals in setting up outsourcing hubs in India.

Mahip has made various presentations at professional forums in India and Singapore. He has contributed various articles on taxation to the leading financial dailies in India.

Rajesh Sreenivasan, Partner, RAJAH & TANN

Rajesh Sreenivasan is a Partner at Rajah & Tann's iTec Practice Group (intellectual property, Technology, entertainment and communications) and advises clients on matters relating to information technology contracts, telecommunications, digital forensics and digital media for over 10 years. Rajesh is the Vice-Chairman of the Singapore Law Society IT Committee and is a Foreign Legal Consultant to the All China Bar Association's Committee on IT and High-Technology.

Rajesh has been listed as a leading lawyer in telecoms by *Global Counsel* and *International Who's Who of Telecommunications Lawyers* by *Global Competition Review* and has been noted by *Euromoney's Guide to the World's*

Leading Technology, Media and Telecoms Lawyers, Asia Pacific Legal 500, AsiaLaw Profiles, International Financial Law Review IT and Telecoms Survey and Legal Who's Who Singapore 2003 as a leading practitioner in the areas of information technology, telecommunication and biotechnology law.

On the international front, Rajesh has advised the Infocommunications regulators and government departments of Canada, Brunei, Mongolia and Fiji on ICT and other legal reforms and has been engaged by international and regional organizations such as ASEAN and the World Bank on regional legal and regulatory projects.

Jens Rettberg, GM-Accounting, VOLKSWAGEN FINANCIAL SERVICES ASIA-PACIFIC PTE LTD

Jens Rettberg was studying economics and electronics before he joined Volkswagen AG as an industrial engineer in 1996. Following his passion for figures, he worked in different controlling departments within the VW group.

Because of his international outlook he was called to the Group Accounting of Volkswagen Financial Services AG in 2000. There he showed his talent as a trainer for local accountants regarding requirements of the VW group.

Since 2002, Jens has been responsible for Group Accounting within the Asia Pacific region. He was assisting the management to set up the regional management company in May 2004 known as Volkswagen Financial Services Asia-Pacific Pte Ltd.

Registration Form

YES! I would like to register for: **Maximising Returns from your Outsourcing and Shared Services Initiatives**

PRICE

<input type="checkbox"/> Seminar	S\$590 + 5% GST
<input type="checkbox"/> Early Bird Fee (register by 20 May)	S\$550 + 5% GST

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3. For cancellations received in writing more than 2 weeks prior to the conference, a full refund less S\$100 administrative charge will be made. Regrettably, no refund can be made less than 2 weeks prior to the event. A complete set of conference documentation will, however, be sent to you.
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