



Frequently Asked Questions

Operational

- **What does the software do?** It tracks all the legislative requirements by the mining regulators to ensure you are fully aware of any critical actions required for compliance on applications and granted tenure and the timeline they need to be delivered. The software will also advise the amount of rent you need to pay or expenditure you need to lodge.

You can also store information about any agreements ie access, native title, royalty connected to your ground and shire rates.

The software reminds you of compliance deadlines for annual technical reports, environmental reporting requirements and rehabilitation deadlines.

- **How do I upload my tenements information into system?** We can upload your existing tenement information into the software from an excel spreadsheet to get you started. We only require the basic information ie tenement type, size, grant date and expiry date and then the software will be ready to launch actions for you to start using the system immediately. New tenements can be added to the software by your in-house tenement manager when they are acquired.
- **What warning system is in place if tenements are in danger?** The critical actions are colour coded to warn you when actions are required, these actions have to be manually completed to clear them from system and escalate to an SMS text message if the critical action has not been lodged which could lead to the death of a tenement.
- **Can you use software in other mining jurisdictions?** We have deliberately built this software so we can adapt the rules to most mining jurisdictions in the world. If we can understand their rules and regulations, then we can adapt them to our software.

- **Can more than one user access software?** We can set up users with different permissions depending on what you need. Some may only need to view tenement information and others may need to have editorial rights. Initial subscription costs give read/write access to an administrator.
- **Can you track native title agreements which include compensation payments dates?** The system does allow you to add information about native title agreements to tenements including tracking actions ie compensation payments due, regular meetings dates so not only you can be accountable but also provides an audit if ever questioned about meeting your obligations.
- **What's the price?** Cost depends on number of users and if additional information is required to be built into system. Basic software package is a fixed price monthly subscription which includes one administrator licence. Additional licences can be purchased for read/write or read only access.

Technical

- **How can I get support when I have problems using software?** You can send us an email to support@globaltenements.com or call us 61 08 9091 8525. We can also set up a video link through TEAM and walk you through the problem by sharing our screen.
- **How can I generate reports from software into excel?** Critical action information and tenement information can be converted into an excel spreadsheet with a click of a button.
- **How can my colleague access the software when I am on leave? How can my colleague be reminded of critical action due dates?**
You can have multiple users with varying forms of access, some with editing permission, some just to view actions. Outstanding actions can be viewed by anyone with user access.
- **Do you need to install any software on my computer's hard drive?** No the software is web based and hosted in the cloud with backups being stored in a secure location within Australia. You access your information via a website which is password protection.
- **Do you update system when mining rules and regulations change?** We value our relationships with the regulators in every mining jurisdiction our clients are operating. This is an on-going relationship and allows us to be alerted as soon as changes are made to the rules and regulations so changes can be made to keep Global Tenements software up-to-date. There is no additional charge for this service.

- **Is the software only set up for Tenement Managers or can anyone use it?**
We can add multiple users with different levels of access depending on your requirements. The system has been deliberately built so staff with no knowledge of tenement management can use the system.

- **Will my data be saved if the website is accidentally closed?**

You must save the data

- **What Internet Explorer can I use for this software?**

We generally recommend using Firefox or Chrome. If you must use Internet Explorer, then you should be using the latest version. No-one should run old browsers in this age.

- **Can I use the software on a tablet or my phone?**

The software will work on a ipad tablet. The software will not work on a phone.

- **I have a Samsung tablet, is it only compatible with apple products?**

The software may work on other tablets, however it has still to be tested.

- **Do I need to be on the internet to access the software or can I access it offline?**

You must be online

- **How secure is the software to hacking and malware attacks?**

No accessible server can ever be 100% secure. However, we have taken numerous steps to ensure the security:

These include:

- The system is hosted on a secure private virtual server, and it is not shared with any other clients.
- The server is hosted in Australia and is under Australian government jurisdiction
- The hard disks themselves are physically encrypted and require a senior administrator to open them.
- The data is encrypted again and backed up offsite (within Australia). The backup cannot be decrypted without a master key.
- The server is protected by a firewall and all access to the server (except the application) is limited to a specific set of IPs.
- Admin access is also further protected by individual encrypted keys.
- The server is automatically patched to protect against vulnerabilities
- The server is kept in a physically secure facility that is staffed 24x7 and under constant monitoring.
- All physical access is either via biometric identification or supervised access for occasional visitors.

- The server rack is also locked and secured via a data centre control panel.
- Any access to a rack must conform to the details in the logged change request and is also audited.
- Server access to a sensitive server is granted only following a police check. When a staff member leaves, there is a simple procedure to revoke their access to every server.
- All changes to server configuration are under change control. Any changes are reviewed and rolled out in a controlled fashion. Manual changes are not allowed, and technically would be reverted anyway.
- Access to change control for the configuration management is restricted to staff with police clearance.

Useful Tips

- **Is there any free trial?** Yes, we allow you to use the program for one month so you can then judge if the software meets your specifications.
- **What training do you provide?** Video and written tutorials are available under the help menu on the software to step you through each process. The software itself is quite easy to follow and in most instances, you won't need to refer to the tutorials. But if you get stuck one of our friendly staff would be more than willing to help just call us on 61 08 9091 8525 or email support@globaltenements.com
- **How does the software assist us when selling a project?** All agreements ie royalty, native title, access agreements can be linked to your tenements which will assist due diligence for a potential buyer of your project.

You can also share with them your tenement schedule showing which compliance actions have been completed and environmental reporting, rehabilitation actions.

Providing a professional due diligence package which tracks all of the compliance surrounding your land tenure is an invaluable tool which will reassure potential buyers.