LAB

WHERE
WELCOME ONBOARD
BEGINS

Interested in
working at LAB?

As a well-established and rapidly growing RegTech we are always on the lookout for passionate people who bring varied skills and experience, as well as diverse perspectives and ideas.

Our staff are driven to pave their own career path and thrive knowing that at LAB their contribution will have a real impact on the overall success business, and that their achievements are genuinely recognized and rewarded.

We hope this presentation inspires you to join LAB.

LAB Group
Overview

Co-founded in 2010 by CEO Nick Boudrie and CTO Lyndon Webster.

LAB Group's first office was established in Melbourne, Australia. We've now grown to have around 40 staff working from offices also now located in Sydney, Copenhagen and India.

Melbourne

Duckboard House
L2 91-93 Flinders Lane,
Melbourne, VIC 3000,
Australia.

Sydney

Suite 27.03, Level 27,
25 Martin Place, Sydney,
NSW 2000, Australia.

Copenhagen

Copenhagen Fintech Lab,
Applebys Pl. 7, 1411
København, Denmark.

A Message From Our CEO

Dear Candidate,

It's a pleasure to have you consider LAB Group as the next step in your career. Each individual at LAB forms a crucial part of our culture that contributes to the responsibility of striving towards succeeding in our mission and goals. We value the diversity that everyone brings and you cannot underestimate how much of a difference you can make in this business.

Every day I am honoured to lead such a talented group of people and it's so enjoyable to help people achieve their potential in an environment that allows you to be yourself and maximise your contribution. We continuously strive to create the conditions that nurture future leaders to take LAB to the next level.

I'm excited to meet as you explore joining us on our journey.

Nick Boudrie,
LAB Group CEO & Co-Founder.

LAB Group
Overview

LAB is a RegTech providing an innovative KYC and customer onboarding platform.

LAB revolutionises the customer journey from the very first steps, fulfilling AML/CTF regulatory needs whilst saving time and resources by providing a high degree of automation for account creation and customer lifecycle management using remediation and ongoing customer due diligence processes.

LAB's Software-as-a-Service (SaaS) platform provides a fully compliant, end-to-end, multi product digital onboarding process. LAB seamlessly connects digital client acquisition, ID verification, biometrics, workflow management, fraud protection and compliance services on a single platform.

Hundreds of regulated entities around the globe connect through the LAB Network to accelerate customer registration, reduce onboarding time, increase security, and achieve higher completion rates.

Each month the LAB platform processes investment value in excess of $500 million.

Where welcome onboard begins.

The LAB platform welcomes tens of thousands of people into hundreds of financial product offerings across over 15 industry verticals, matching applicants with a vast array of market offerings.

Connect to more people in more places.

The LAB Network leverages strategic partnerships and integrations to enhance product origination and distribution.

The Leaders in secure onboarding.

LAB's continually enhanced platform empowers clients to stay ahead of rapidly changing compliance regulations and evolving customer experience expectations.
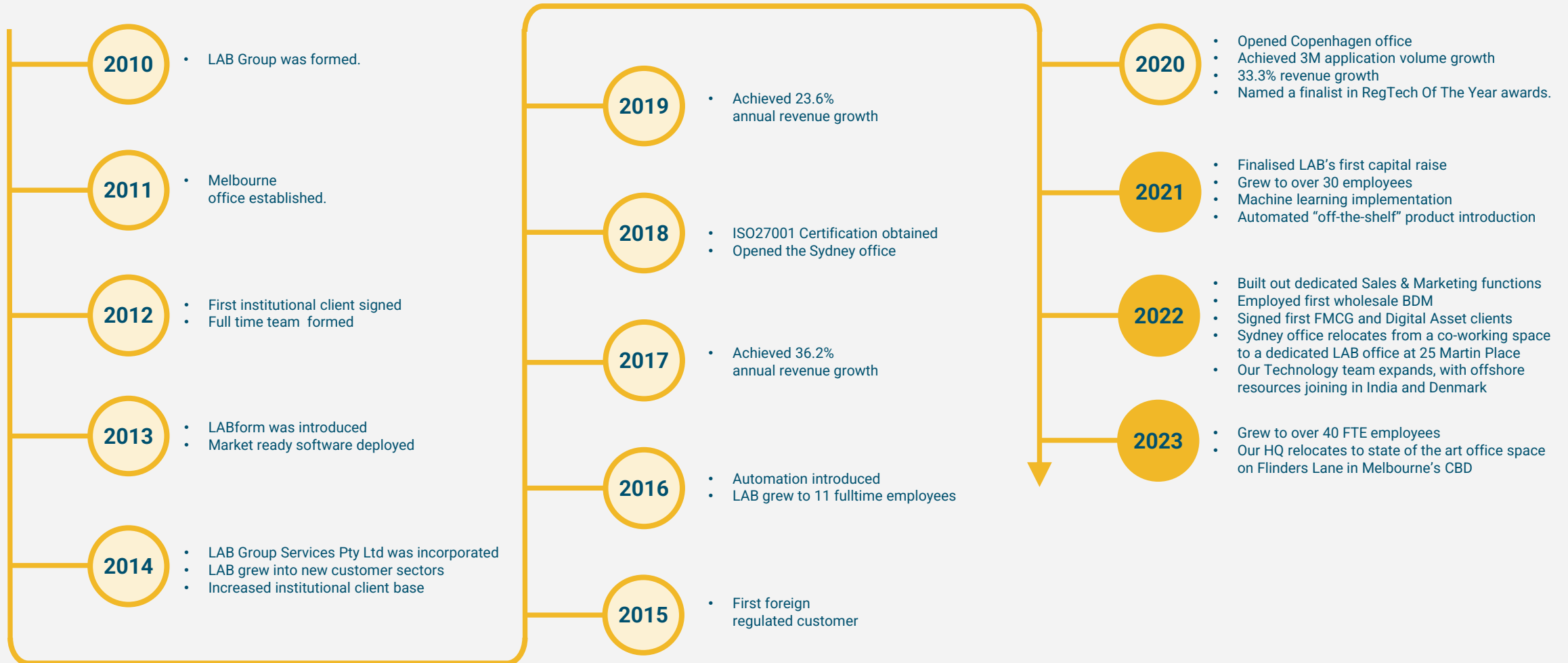
Australia's most connected digital onboarding platform.

The LAB Network's unmatched connectivity, get's clients to market sooner through established sector-agnostic integrations and transformational data automation.

A Scale Up Not A Start Up

Over a decade of success

LAB

2010 • LAB Group was formed.

2011 • Melbourne office established.

2012 • First institutional client signed
• Full time team formed

2013 • LABform was introduced
• Market ready software deployed

2014 • LAB Group Services Pty Ltd was incorporated
• LAB grew into new customer sectors
• Increased institutional client base

2019 • Achieved 23.6% annual revenue growth

2018 • ISO27001 Certification obtained
• Opened the Sydney office

2017 • Achieved 36.2% annual revenue growth

2016 • Automation introduced
• LAB grew to 11 fulltime employees

2015 • First foreign regulated customer

2020 • Opened Copenhagen office
• Achieved 3M application volume growth
• 33.3% revenue growth
• Named a finalist in RegTech Of The Year awards.

2021 • Finalised LAB's first capital raise
• Grew to over 30 employees
• Machine learning implementation
• Automated "off-the-shelf" product introduction

2022 • Built out dedicated Sales & Marketing functions
• Employed first wholesale BDM
• Signed first FMCG and Digital Asset clients
• Sydney office relocates from a co-working space to a dedicated LAB office at 25 Martin Place
• Our Technology team expands, with offshore resources joining in India and Denmark

2023 • Grew to over 40 FTE employees
• Our HQ relocates to state of the art office space on Flinders Lane in Melbourne's CBD

◯ *Bootstrapped*   ● *Series A Funding*

Leadership Group

An experienced and diverse team

LAB

Nick Boudrie
Co-founder & CEO

• Driving Sales & Account
  Management function in
  Sydney

• 10 years banking and
  financial services tech, 10
  years running startup to
  growth/scale

• Strategy, customer
  success

Lyndon Webster
Co-founder & CTO

• Product and technical
  strategic vision

• 10 years banking and
  financial services tech

• 10 years running startup to
  growth/scale

Liza Whitmore
Non Executive Director

• CEO of Costa Asset
  Management

• Leading Costa Asset
  Management since 2011

• Leads Costa's Investment
  Strategy

• Manages Costa's rapid
  growth and partner
  engagement

Steve McGovern
Non Executive Director

• CEO and Founder of Dubber
  (ASX: DUB)

• Over 20 years experience as
  an executive: *Technology,
  Telecommunications, Media
  Sales and Pay TV*

• Domestic and international
  leadership experience in high
  growth technology
  companies

• IPO experience as a founder
  and Executive

Marnie Shervey
Chief of Staff

• 25 years of experience in
  Financial Services and SaaS

• Women in Finance:
  Innovator of Year Finalist

• Significant experience
  leading diverse teams
  through transformation and
  growth

• Operational leader across all
  business functions, leading
  with a customer-centric
  approach

LAB Group's complete organisation chart can be viewed at https://theorg.com/org/lab-group

LAB Group
Mission Statement

Become the market standard customer onboarding and engagement platform in Australia and develop market share for the mutual benefit of consumers and businesses.

Continually innovate to comply with regulatory changes while adapting our technology to expand into other jurisdictions underpinned by becoming an operational centre of excellence.

Leverage government and private industry initiatives to position ourselves as a trusted partner that is integral to a more efficient market.

LAB

Our Products

LAB Platform
Onboarding Framework

▶ **White labelled for organisations**
   (see browser tabs)

▶ **Supports all entity types**

▶ **Automated workflow**

▶ **Customised branding**

▶ **Multiple products**

▶ **Multi-channel**

▶ **Electronic ID verification**

▶ **Account establishment integrations**

▶ **Remediation**

LAB Platform
Application Manager

▶ **White labelling**

▶ **Workflow drafting, oversight assistance & user role management**

▶ **Status management & assignment**

▶ **Labels, tagging & commenting**

▶ **Data segregation, auditing, SSO**

▶ **Reporting and analytics**

▶ **Multi-Factor Authentication & Mobile friendly/responsive**

▶ **Triggering integrations, APIs, access to LAB Network**

What our staff have to say.

" I've been with LAB for over 4 years now and I love that I'm working with a team of driven, like-minded people and a world-class product.

Each day at LAB presents an opportunity to grow, both professionally and personally, all while helping our clients achieve success. "

Josh Rodrigues
Business Development Manager
LAB Group employee since Nov 2018

LAB

Connect to more people in more places

▶ A rapidly growing **2m consumer population**

▶ **$60bil invested through LAB** during 2022

▶ **Over 130** organisations across **15+** financial services verticals distributing a broad range of product types

▶ **20+** industry wide integrations & strategic partnerships... more to be announced in **FY23**

▶ **Series A funding** completed in Feb 2021

Our Clients Snapshot

LAB

Managed Funds

Vanguard | bennelong | Dimensional | Platinum ASSET MANAGEMENT | Fidelity INTERNATIONAL

Transfer Agency

STATE STREET | Citi | LINK Fund Solutions

Wealth Management

AUSIEX | BELL POTTER | cg/ Canaccord Genuity | Shawand Partners | PhillipCapital Your Partner In Finance

Online Trading

SelfWealth | openmarkets | belldirect

Banking

MACQUARIE

Superannuation

HOSTPLUS

Debt Funds

balmain arrange.lend.manage

OCT Derivatives

IG | SAXO BANK | Pepperstone

Term Deposits

curve SECURITIES

Trustee Services

Equity Trustees

Business lending

AUSTRALIAN SECURITIES

Property Funds

APN | Property Group

Fixed Income

FIIG The fixed income experts

Managed Accounts

Implemented Portfolios

Gold Bullion

AUSTRALIAN BULLION COMPANY

Physical FX

compass GLOBAL MARKETS

Robo Advice

sixpark

Financial Planning

marcustoday

Non Financial Services Clients

endeavour group | Dan Murphy's | JIMMY BRINGS | BWS

Industry Memberships,
Relationships and Certifications.

Memberships & Participation

FSC FINANCIAL SERVICES COUNCIL

RegTech

ACSA Australian Custodial Services Association

FinTech Australia

ASIC's INNOVATION HUB

Partnerships

mastercard

ASIC

Certifications

aws partner network

bsi ISO/IEC 27001 Information Security Management

Get to know us a little better

Limited | LAB Group Services Pty Ltd

Our Values

LEAN AGILE BOLD

At LAB, our people and processes are Lean, Agile and Bold.

We value and seek high-performing individuals who are comfortable with ambiguity and committed to customer success. When our customers succeed, we succeed.

LAB

LAB

L

Lean

At LAB we're optimising our financial and human resources, whilst remaining result and growth orientated.

- We encourage ownership and accountability by helping and supporting each other.

- We're comfortable working in the grey and we're there for each other... Always.

- We prioritise growth and scale by eliminating waste and pursuing smart processes and automations.

- Communication is clear and constant, and we listen before we react.

A

Agile

We have the ability to anticipate, embrace and adapt to change.

- We are always adapting and accept change easily. Change is the only constant.

- We know our customers resulting in strong commercial relationships and an ability to quickly adapt to support their needs.

- Our depth of knowledge positions us as industry leaders and allows us to lead our customers. through ambiguity, industry or regulatory changes.

- We are a learning organisation and reward learning and sharing and continual improvement.

B

Bold

We remain entrepreneurial and future orientated, innovative as well as customer-focused.

- We all work for the mission and every action and decision should align to our vision.

- We encourage entrepreneurship and are committed to continual improvement.

- Our curiosity leads us to question and challenge the status quo

- We value a diverse range of viewpoints and have the confidence to seek and share those

- Failing is okay, not trying is not okay. We move ahead with trust in one another

- We are curious about the market in which we operate and take a personal interest in relating industry, economic, regulatory and political factors back to our business.
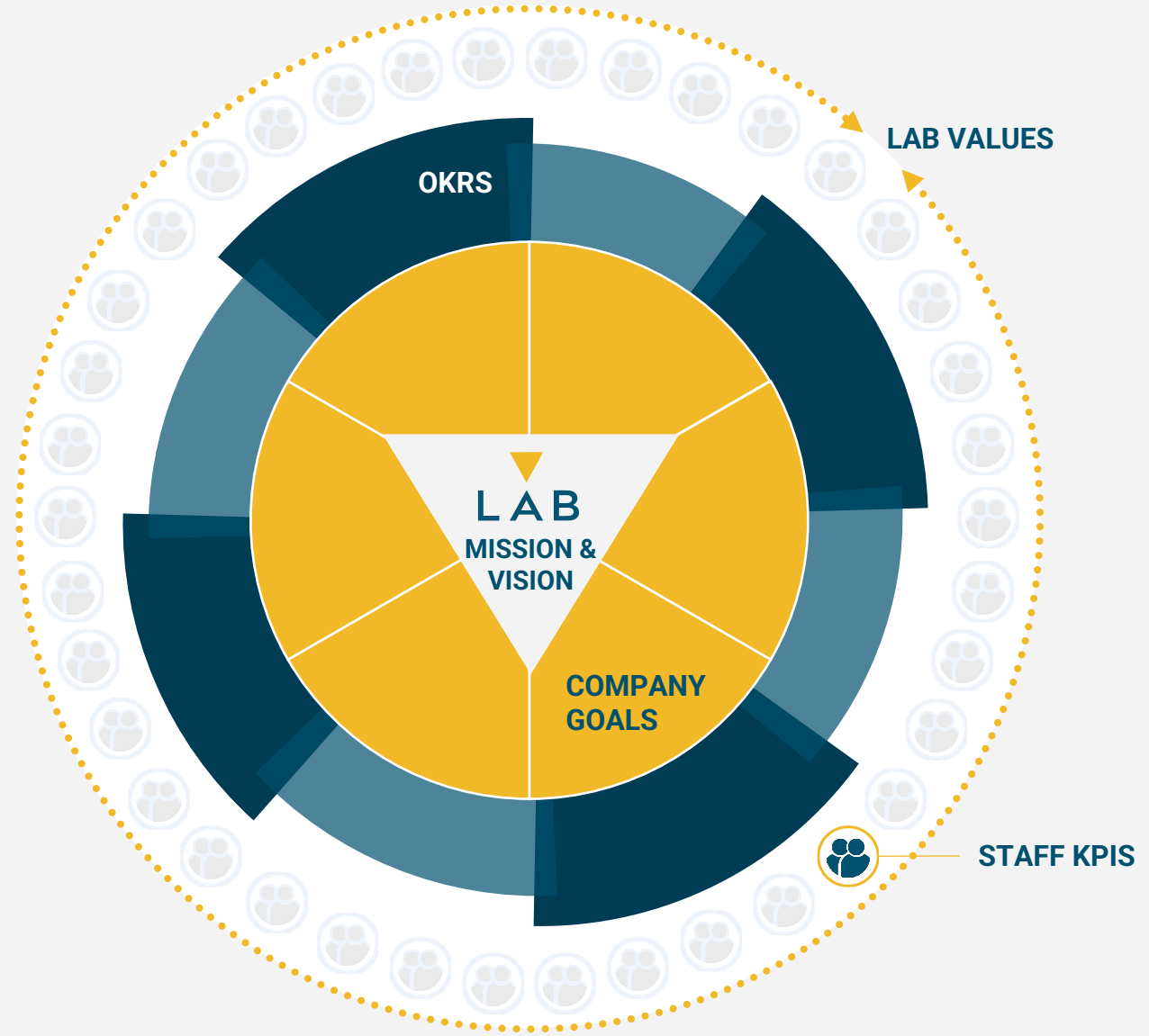
LAB
Performance
Framework

Performance Framework
Rhythms and Rituals

LAB

EMPLOYEE FOCUS

3m | **Quarterly 1:1**

Employees meet with their Manager quarterly, to review performance in line with KPI competencies assigned to their role. This is also an opportunity to discuss development goals and to highlight any achievements or learning areas from the most recent quarter.

12m | **Annual Performance Reviews**

These reviews are aligned with an Employees Anniversary.
For the Quarter that someone's Anniversary falls, rather than completing a Quarterly 1:1 they will complete their Annual Performance Review, looking back at their performance over the last 12 months.

12m | **Annual Performance Based Salary Reviews**

A Salary Review follows the completion of an employee's Annual Performance Review and is conducted in line with their employment anniversary. An increase is not guaranteed and the assessment process for an increase takes into account, the employees performance in their role, suitability for promotion or added responsibility, a market rates review as well as a review of other business or Industry factors.

COMPANY FOCUS

12m | **Annual Setting of Company Goals**

At the start of each new Financial Year, Company Goals are reviewed and reset for the year ahead, this process takes into account what was achieved in the previous FY. Once set, the Goals are then shared with the wider Business.

3m | **Quarterly OKR review and reset**

Groups meet on a quarterly basis to review the OKRS. This session is to assess what was achieved in the last quarter, discuss and address any hurdles and reset objectives for the quarter ahead.

3m | **Quarterly All Staff Meetings**

Each quarter we'll come together as a business, to talk through what was achieved with the ORKs set for the last period, updates are shared on how this is impacting our Goals as well as how we are tracking to meet or exceed our revenue targets. These meetings are also a chance to celebrate business wins or milestones and to recognise staff achievements.

How We Work

How Our Teams Are Structured

At LAB, we're committed to ensuring that we deliver world-class SaaS solutions for our customers, whilst also creating an inclusive and supportive company culture in which our employees can grow, flourish and feel valued.

The structure of our teams at LAB is less about hierarchical towers and more focused on creating dynamic cross-functional groups. Each team is clear on their role and has everything they need to deliver their assigned OKRs to support achieving the company's Goals, targets and mission.

Each team has a leader who is there to provide guidance. Whilst they are driving performance and contributing toward meeting targets, they also play a big role in developing talent and supporting pathways for career progression.

We are agile in our approach to building teams, and proactively review and redefine our structure, team sizes and reporting lines to support business and employee growth.

What our staff have to say.

"

I like that at LAB Group I am given a lot of autonomy to manage my client base.

I particularly enjoy delivering complex, custom solutions to our top tier clients.

"

Dan Andrews
Account Executive & LAB Group employee since Aug 2021

Our culture

Diversity
& Inclusivity

As LAB grows, we are excited to welcome new people to the team and want everyone who joins us to feeling supported to be their authentic self.

We are committed to creating and fostering an environment focused on equality, empowerment and respect, not only does this positively impact our culture, but it also assistances us in accessing different ideas, experiences and thinking.

We strive to create an inclusive workplace that supports and celebrates our diversity and believe that how we communicate supports the building of good relationships.

We are constructive and respectful in the way we speak with others, we actively listen and make sure everyone feels heard and understood, no matter if there is a beliefs, background or difference of opinion.

Flexible working

At LAB, we understand that flexible working has become a crucial part of our workplace culture.

Therefore, as a business, we provide employees with the flexibility to work from home a few days throughout the week. This approach allows staff to maintain a good work-life balance.

Each employee is provided the necessary equipment to ensure their workspace is the setup the same as it would be in the office, not only does this promote improved productivity but also ensures that employees have a good ergonomic setup.

While at home working alongside their fur babies or human babies, our staff maintain connections with their peers through our agreed communication channels, including Microsoft Teams Slack etc.

What our staff have to say.

LAB

" Working for LAB gives me the opportunity to work with intelligent, experienced and fun team members across multiple locations.

The clients are varied, meaning each day is challenging but rewarding. "

Bella Chuong
Head of Projects & Implementations
& LAB Group employee since April 2021

Career Pathways
For New Talent

In 2023 we kick off our third consecutive year of the LAB Graduate Program.

We've had great success with our graduate program in the past, including a graduate developer who is quickly moving up the ranks in our product development team and a graduate support analyst who is spreading their wings working as a Junior BA as they continue to grow their domain and product knowledge.

What the LAB Grad Program offers:

LAB Graduates are part of a 12-month accelerated learning program, which is designed to set them up for success as they establish their career in a particular area of expertise.

Right in the thick of the action, they work alongside and learn from some of the best minds in tech. Assigned a mentor who will be there to provide guidance and coaching as your exposed to extensive training and a pathway to career progression.

What our staff have to say.

"
I thoroughly enjoyed the recruitment process with LAB, and it was great taking part in LAB Group's Inaugural Graduate Assessment Day.

The day was a great opportunity to come into the office to meet my future colleagues and work through the variety of collaborative activities they had prepared for us.
"

Erik Olivesjoe
Graduate Developer & LAB Group employee since April 2022

We celebrating all the wins, big or small

We have rhythms and rituals on how we come together as a group.

Our quarterly team meetings are a forum to share business updates, celebrate wins, and acknowledge team or individual achievements. *Bonus: these meetings also follow a delicious catered lunch.*

In between these events we use Slack and Employment Hero to informally share a 'cheers' or to celebrate our peers.
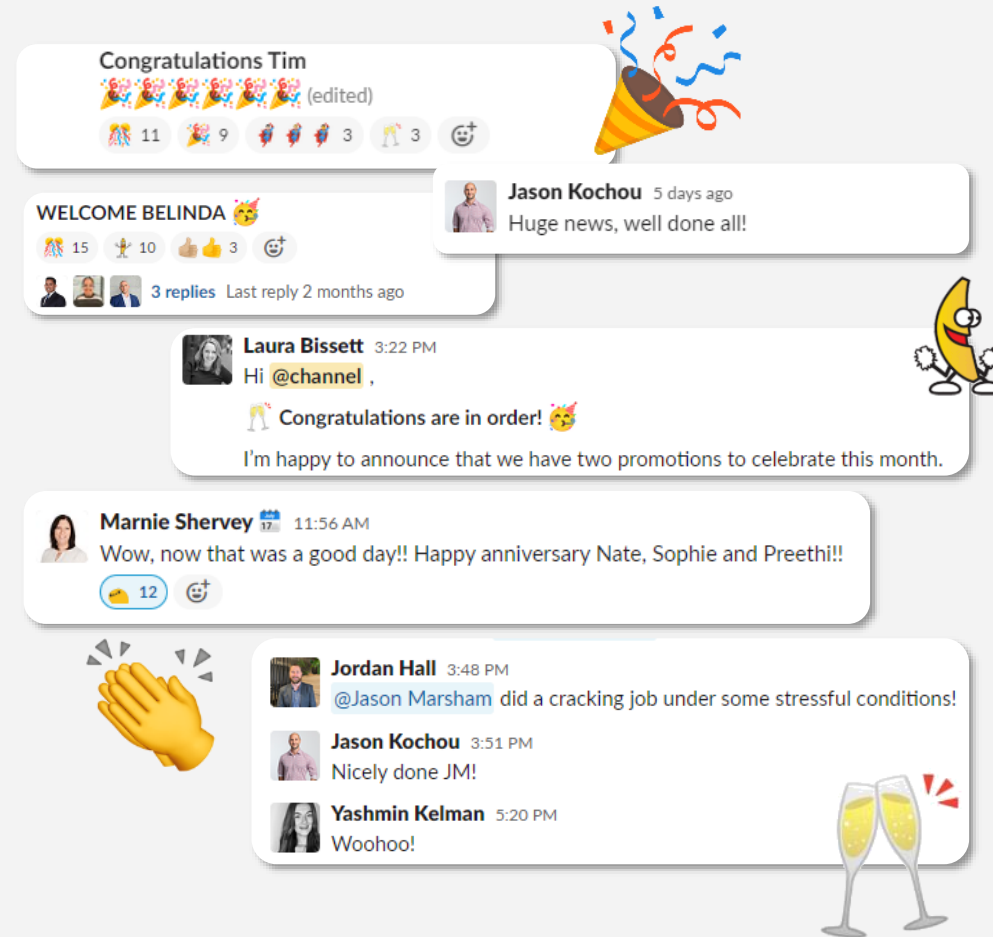
* Page includes screenshots from a variety of internal LAB Slack channels.

Building Strong
Social Connections

We love to socialise as a team, whether it's baking delicious treats for our co-workers, hunting for the worlds biggest burger or the tastiest Schitty, playing a game of table tennis, or getting slightly competitive at Pub Trivia night, there's an activity that fits with everyone's interests.

We come together for formal and informal catch ups throughout the year and whilst no event is mandatory we love to see as many team members as possible at the gatherings.
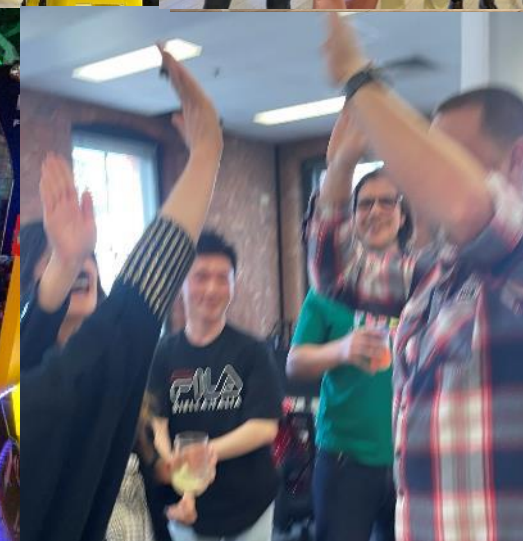
Our Hiring Process

Recruitment Stages

At LAB our hiring process follows an uncomplicated four to five step process, this focuses on making an unbiased assessment of a candidate's suitability for LAB.

The process may differ slightly, as some stages may not be required depending on the role that we are hiring. But in all cases will involve an initial screening conversation, following by detailed interviews with a variety of LAB staff to discuss how your experience can be applied to the role.

* For roles within our technical team, there will be a skills assessment included in the recruitment process, this could be a take home test, or completed via pair programming.

1 Resume shortlist

2 Candidate Screening

3 Multi Stage Interview

4 * Skills Assessment

5 References

Recruitment Stages

What is involved in finding the best candidates

LAB

1

Resume Review and Shortlisting.

Candidates apply for open roles by providing a copy of their resume as well as links to their LinkedIn profile, so their past experience, and education can be assessed in the candidate shortlisting process.

For technical roles, we also request links to a portfolio or website so that past projects can be reviewed.

2

Initial Candidate Screening.

Before moving into a formal interview process, shortlisted candidates are screened via a short phone call or Microsoft Teams call with LAB Group's HR Manager.

This call is an opportunity to ask some basic questions and get to know the candidate, also to allow the candidate to ask any questions they may have about LAB or the role they've applied for.

3

Multi Stage Formal Interview Process.

Our formal interview process is conducted over a number of rounds, this allows decision makers to assess and compare candidate's suitability to the role and LAB culture over different interview stages.

This approach also benefits the candidate by giving them a chance to meet a range of people who they would work with if successful.

4

Skills Assessment.

The skills assessment stage of the recruitment process is not required in the recruitment for all roles across the business.

It is used to assess technical skills is designed to test candidates skills with a live example

5

Offer and Reference / Security Checks.

The final stage in the recruitment process is to conduct reference and compliance checks.

This involves obtaining at least 2 professional references for the candidate, as well as having them complete a National Police check and VEVO work rights check.

Limited | LAB Group Services Pty Ltd

Thank you

If you feel you're a suitable fit for a role with LAB Group, we'd love to hear from you. Contact our hiring team, or head to the careers page on our website to read more about the roles currently available.

Laura Bissett

Head of People

📞 +61 (0) 408 957 788

✉ Laura.bissett@labgroup.com.au

www.labgroup.com.au

LAB