CHANGE MANAGEMENT POLICY

Purpose and Goals

In order to maintain integrity, security and availability of IT systems at Caylent there needs to be a robust and mandatory Change Management Policy in place to control the required amendments, enhancements and changes to existing systems and services, as well as the introduction of new services. This Policy aims to set out the way that Caylent manages changes that occur on its technology platforms, systems, and services (in-house and off-site). Change Management procedures are designed to minimize the risk and impact to Caylent and its customers by ensuring that changes are reasonably controlled.

Scope

This Policy applies to all Caylent operations and Caylent employees, as well as Third-Party Providers including: contractors, consultants, temporary employees, and other authorized entities performing duties on behalf of Caylent. All changes, new services, enhancements or amendments to any system or service which Caylent manages, including cloud services must go through the Change Management process.

Definition of a Change

Caylent defines a change as "anything that materially alters, modifies or transforms the operating environment or standard operating procedures of any systems or services that has the potential to affect the stability and reliability of an infrastructure or disrupt the business of Caylent" (each a "Material Change"). Material Changes may be required for many reasons, including, but not limited to:

- User requests
- Vendor recommended/required changes
- Changes in regulations
- Organizational changes
- Hardware and/or software upgrades
- Hardware or software failures
- Changes or modifications to the infrastructure
- Environmental changes
- Unforeseen events
- Periodic maintenance

Change Management Process

Material Changes shall be implemented in accordance with the procedures below:

- A request for a Material Change must be submitted via email to it@caylent.com (if related to an IT-related matter). If not related to an IT-matter, the request for a Material Change must be submitted to the following:

> operations@caylent.com (if related to an Operations matter)
> hr@caylent.com (if related to a Human Resources matter)
> legal@caylent.com (if related to a Legal process matter)

- The email request must set forth a documented plan of (1) the sequence or steps for implementing and releasing the change – including any required/requested implementation timeframe; (2) evidence demonstrating the fact that this change has been tested in a pre-live/staging/test environment first (if applicable); and (3) a rollback/mitigation plan in case of failure.
- The email request will either be 'Approved' or 'Denied'. In the event that the email request is 'Approved', the Material Change may be implemented within the approved implementation window.
- After implementation, a post-change test must be performed to verify that the change has been successfully applied.
- Documentation of the Material Change must be maintained by the impacted department (i.e. Operations, Human Resources, Legal, IT, etc.)

Revision History

Original publication: March 28, 2022
Reviewed & Revised: February 2024