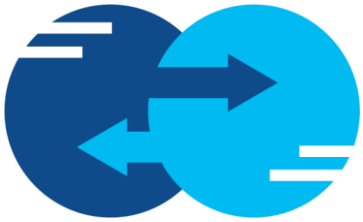

# Trackon Canada Private Limited
# Change Management
# Policy

**Version Number:** 1.1

**Last Updated**: July 2022

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**Approved By**:

**Senior Officer Approval for Program:**

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# 1 Policy Statement

## 1.1 Our Commitment

Reading this policy and our all-staff procedure is currently required for all new hires. An attestation confirming that the policy and procedure are read and understood is kept as a training record. There are also separate training materials for staff, which include quizzes designed to test the effectiveness of training.

# 2 Policy

### 2.1.1 Documented operating procedures (*ISO 27001 Control: 12.1.1)*

Standard Operating Procedures (SOPs) for system activities associated with information processing and communication facilities shall be documented and made available to all users who need them. SOPs shall be approved by the respective Functional Head. These procedures shall be developed, documented, and approved when a new information system or service is introduced (wherever applicable). The procedure shall include the roles and responsibilities, the necessary activities to be carried out for the operation, maintenance of the system or service, and actions to be taken in the event of a failure and shall be designed and developed to ensure confidentiality, integrity, and availability of the specific platform or application. Security baselines shall be developed, reviewed, approved, and applied consistently to protect the Company's information assets. Responsibilities for developing, reviewing, approving, and implementing security baselines shall be clearly defined.

### 2.1.2 Change Management and Release Management (*ISO 27001 Control: 12.1.2)*

1) Changes to applications and infrastructure systems shall be performed through a framework of controlled processes and requisite approvals to ensure security during change management activities. Only approved, tested, and authorized changes shall be made to the applications and infrastructure. Changes shall be reviewed periodically by the respective Functional Head to ascertain whether appropriate change management processes were followed or not

2) Provision of implementing emergency changes shall be developed and implemented

### 2.1.3 Capacity Management (*ISO 27001 Control: 12.1.3)*

1) Projections of future capacity requirements for the existing and/or new systems shall be planned by the CE Team in consultation with the Asset Owners of the existing systems and respective Functional Head / CE Head / Cloud Function Manager (as applicable) requiring the new system.

2) Capacity planning shall specifically provide for capacity enhancements required for security-related logging, analysis, and exception-reporting; and

3) Administrators are required to monitor the capacity utilization and project the future capacity requirements to ensure that adequate processing power and storage are available for continued operations of systems.

### 2.1.4 Separation of development, testing, and operational environments (*ISO 27001 Control: 12.1.4)*

Development, Test, and Production (operational) environments shall be physically and logically separated from one another as far as possible to reduce the risks of unauthorized access or changes. Access to different environments shall be controlled with due importance given to the segregation of duties. Transfer of changes/information to the production environment shall be strictly controlled based on requisite customer and Trackon Canada Pvt Ltd management approvals.