

1. Purpose

To establish the general guidelines for identifying, developing, deploying, and using digital tools involved in process automation, from the identification of opportunities to their implementation, operation and monitoring.

2. Scope

Applies to all associates of all Grupo Bimbo Business Units that have identified the need for or who require support in enhancing their processes using digital tools.

3. Definitions

Automation life cycle: Period and stages of the automation of a process or activity, consisting of the identification and delivery of the opportunity, its assessment, development, monitoring, and innovation.

Citizen Developer Model: Model approved by Grupo Bimbo to perform self-automation of the different technologies proposed by the company. This training can be provided by the Global Process Automation Area.

CoE: Stands for Center of Excellence, which was created to develop and implement digital tools for process automation.

Digital tools: They include, but not limited to, digital technological tools that offer competitive advantages to the business, as well as aspects related to methods, processes and technologies of software and related processing in their development and instrumentation, among which they are initially included: Digital Innovation Methodologies and Processes for the Instrumentation of Digital Innovation Technologies, related to Robotic Process Automation (RPA)

- Virtual Agents and Chatbots
- Machine Learning & Deep Learning
- Biometric and pattern recognition technologies
- Intelligent / Optical character recognition (ICR & OCR) related to robotic automation.

Requesters: Refers to the associates of the Business Units and/or functional areas that require assistance from the CoE for the automation of their processes.

4. Responsibilities

CoE: Comply with and enforce this policy; help requesting associates identify digital tools that meet their needs and monitor the optimal performance of digital tools and technological infrastructure based on service level agreements negotiated with established suppliers.

Requesters: Comply with the requirements of this policy and any guidelines issued by the CoE.

5. General features

In order to ensure alignment with its other initiatives and business priorities, and maintain its continuity during the deployment and implementation of automations, Grupo Bimbo adheres to the following policy:

Requisitions

- Requesting associates may not implement or develop any digital tools on their own without prior knowledge and authorization of the CoE, using the available documentation and assessments.

- Due to the above, requests for the deployment of digital tools must be made known to the CoE through any of the following three approaches:
 - The CoE develops, monitors and controls the digital tools
 - The requester develops, and the CoE monitors and controls
 - The requester develops, monitors and controls, as long as they have the required training on the Citizen Developer model, but keeps the CoE informed regarding progress
- All changes that requesters make to developed digital tools should be reported to the CoE so that the CoE may maintain a changelog.

Service levels

- The CoE and requesters must sign a service level agreement that stipulates their responsibilities regarding delivery of information with the required level quality, within the required time frames and using the correct forms.
- The processes that will be automated must undergo an assessment to gauge the feasibility of the implementation of the digital tool and the justification for its use by demonstrating either cost or time savings, or enhanced control that it will provide.

Costs

- The costs of developing and deploying the digital tool shall be borne by the Business Unit to which the requester belongs.
- The costs of infrastructure, operation and monitoring of automations shall be managed by the CoE and distributed on a monthly basis to the Business Units that benefit from such automations, based on their level of use of the digital tool in question during its operating life.

Suppliers and tools

- Suppliers and tools must be selected through the CoE following the established guidelines.
- The functional expert shall authorize the business case deliverables and implementation commitments and notify Global Process Automation Area prior to initiating the required automation.
- Any areas that have developed and deployed digital tools prior to the release of this policy must:
 - Communicate this fact the CoE so that the CoE may control and monitor de benefits obtained.
 - Comply with the guidelines and infrastructure available from Grupo Bimbo, which will be indicated by the Global Process Automation Area.
- Digital tool development and management licenses shall be procured, administered and controlled by the CoE.
- The use of free licensing for the development or monitoring of automation solutions for any Grupo Bimbo Business Unit is prohibited. This is in accordance with the provisions of the **FGB-IT-07 Global Software Management Policy**.

6. Responsibility / Ownership

The Global Digital Transformation and Business Solutions Department is the assigned owner of this policy and is primarily responsible for its contents, updating, monitoring of its compliance and submission for approval before the Global Internal Control and Risk Management Department, the Steering Committee, and CEO.

7. Updates

The changes implemented in between versions are described below:

Revision / History of the revision				
Version	Revision date	Update by	Approved by:	Main changes
1				
2	January 2021	Global Process Automatization Area	Global Internal Control Department	<p>The definition of Citizen Developer Model was added.</p> <p>The training for the requester on the Citizen Developer model was added in the "Requisitions" section.</p> <p>The responsibilities and activities carried out by the functional expert before starting an automation expert, were added.</p> <p>The use of free licensing for the development or monitoring of automation solutions for any Grupo Bimbo Business Unit is prohibited.</p>