

1. Purpose

Establish the general guidelines for the Information Technology (IT) service to comply for its use in operation.

2. Scope

Applies to associates of the Global Systems Departments of all Grupo Bimbo's Business Units.

3. Definitions

Architecture Committee: Committee integrated by Global IT Department leaders to validate the business' impact, technical integration, characteristics, security controls, and infrastructure required in the IT projects and services.

Business Impact Analysis (BIA): Document used for estimating the impact that a Business Unit may have as a result of any incident or disaster.

IT Service: Application of technical expertise to enable organizations the value creation, management, the optimization of access to information into the business processes via a system.

On Premise: Traditional model of business applications which the software installation is part of the company's infrastructure

Pattern of Business Activity (PBA): Valuation of the demand for particular IT services for different periods (annual, monthly, daily, etc.), it includes volume, location, duration, concurrency and performance.

Recovery Time Objective (RTO): Period where a Business Unit could tolerate the IT services outage time as well as the service availability without Business continuity affectation

Service Level Agreements (SLAs): Agreement between an IT service provider and the Company, which specify the business services objectives and responsibilities of both parties.

Service Level Requirements (SLRs): Service Levels based on business needs that will be transformed in a formal SLA.

Single Sign-On (SSO): An authentication scheme that allows a user to log in with a single identification to multiple systems.

Vital Business Functions (VBF): A Function of a Business Process which is critical to the success of the Business.

4. Responsibilities

IT Manager: To grant IT support to the global applications in order to maintain the business continuity.

Service Level Manager: Measure and compare the SLAs contractually agreed.

IT Operations and Sustainability Management Department: Define, provide and align the controls to maintain the availability and continuity IT Services within Grupo Bimbo.

Global Negotiations and Contracts Department: Define and contract the IT Services to attend and ensure the business needs.

IT Project Leader: Manage the projects implementation as well as the budget and business requirements to ensure the functional usability, availability and business continuity.

5. General Guidelines

IT Services Design

The Architecture Committee must:

- Validate applications' design before contracting any service, according to **FGB-IT-02 Global Policy of Development and Acquisition of Information Technology (IT) Goods & Services**
- Maintain the **PGB-IT-RC-01 Procedure for IT Policies Management** updated.

The Project Leader must:

- Design the username, password and access management according to the **FGB-IT-03 Global Password Management Policy** and the **FGB-IT-01 Global Policy on the Role Segregation in Management Systems Policy**
- Define access requirements and jointly with the business unit the provisioning activities, definition of approval groups and attention groups.
- Ensure that access management process must be executed according to **FGB-IT-22 Access Management Global Policy**.
- Define the IT service scope during the project management as well as the IT operation in the global way or when it applicable for each location whereby the service will be contracted.
- Create the BIA jointly with the operation then deliver it to the Service Level Manager.
- Apply the architecture required about security design service definitions approved by the IT Architecture Committee.
- Organize and configure the service requirements according to the business and the IT compliance definitions
- Create the IT infrastructure demand plan based on the number of concurrent users, transactional capacity and PBAs.
- Create the infrastructure and services capacity plan considering; demand services, consumption and scalability, as well as resources fee for On-premise, IaaS and PaaS models.
- Ensure that contract includes the scalability mechanisms, resources fee as well as the responsibilities between third parties and the Manager of the On-premise, IaaS, SaaS and PaaS services.

The IT Services Manager must:

- Define the project deliverables (Transition Checklist) according to its characteristics.
- Define the operation and/or support services to ensure the continuity and follow up its agreements sign.
- Design the services according to the **FGB-IT-20 Global Policy of IT Services Continuity**.

Service Levels

The IT Service Level Manager must ensure the contractually existence of:

- Consistence between the SLRs, VBFs, and RTOs described in the BIA and SLAs, contractually established.
- Functional utility and metrics of the IT service in percentage terms established in the contract.
- Availability of use, performance and metrics of the IT Service.
- Penalties applicable for breach of the SLAs established.
- Contracted functional availability for IT Services based on the loss, interruption and / or degradation at least of one VBFs described in the BIA.

- Compliance with the SLAs agreed into the contract with the provider.

The Global Negotiations and Contracts Department must ensure the inclusion of SLAs approved by the IT Service Level Manager into the contract.

The IT Financial Management Department must apply the penalties notified by the IT Service Level Manager for failure of the compliance with SLAs.

Global IT Department must adhere to the established in the:

- **FGB-IT-02 Global Policy of Development and Acquisition of Information Technology (IT) Goods & Services**
- **FGB-IT-12 Global Policy of IT Business Partners Management**
- **FGB-IT-17 Global Policy of Payment Information Technology Providers**

6. Responsibility / Ownership

The Global IT 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:	Updated by	Approved by	Main changes
1				