

1. Purpose

Establish the general guidelines for the change control and the capacity management in computing environments and information systems of Grupo Bimbo.

2. Scope

The present policy applies to associates of the Global IT Departments responsible for the change and capacity management in the information systems of Grupo Bimbo, S.A.B. de C.V., and/or any of its affiliates.

3. Definitions

Development environment: Computing environment used in applications development.

Production environment: Computing environment used in a computer system to process, store, and transact the business operation.

Test environment: Computing environment that helps to evaluate and ensure the behavior of an application or system, prior to its implementation in the production environment.

Global IT Departments: Global Departments of i) Information and Services, ii) Services delivery and Digital, iii) Infrastructure.

Access privileges: Associated permissions to a user account for transacting and operate inside of a system.

Head of business: Functional VP or top manager of an application or information system.

4. Responsibilities

Global IT Departments: Guarantee the existence of documents regarding the change and operation management in the different information system environments, as well as mechanisms to report presented incidents in the distinct applications of the company.

5. General guidelines

Change management

For change management, different management and stakeholder users must comply with the following:

- Global Infrastructure Department, Global IT Risks and Compliance Management, and the head of business unit must (prior to changing from one technology to another), complete a risk analysis, and, evaluate the impact the proposed changes will have on business operations.
- The administrators of IT projects must:
 - Establish and communicate to the Global IT Departments, prior to its execution, the work plan corresponding to the migration from one technology to another, as well as the capacity management of the information systems, in accordance with the design and demand of the operation.
 - Register in the tool *IT Works* the changes being made in the different information systems environments.

Capacity management

For capacity management, the administrators of IT projects must:

- Establish a management plan regarding the capacity of the information systems according to the established design and demand, for the application.
- Monitor the components and number of transactions in the information systems to identify the capacity needs of the application.

Development, test and production environments

In order to prevent the lack of confidentiality, integrity, and availability of the information, and avoid unauthorized changes in the production environment, application administrators must comply with the following:

- The Architecture and Standards Global Direction, together with the Digital Transformation and Business Solution Global Direction, must ensure the existence of the development, test, and production environments.
- The global team of IT access management must control the access privileges of the development, test, and production environments.
- The team managing IT change control for each Business Unit must ensure that the implementation of application changes are tested in the development and test environments, before operating in the production environment.

6. Responsibility/ Ownership

The Global IT Departments are 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				