

1. Purpose

Establish general guidelines for cloud services management.

2. Scope

Applies to Infrastructure Global Management associates, Negotiations and Contracts Global Management associates and Project Leaders of Grupo Bimbo, S.A.B. de C.V.

3. Definitions

Business Impact Analysis (BIA): Procedure used to estimate the impact that an organization could suffer as a result of occurrence of an incident.

Cloud Services: Provided services through remote servers on a worldwide network.

Encryption: Process to convert, through an algorithm, data and information into codes, in order to be an incomprehensible information, unless you have the key to that algorithm.

Infrastructure as a Service (IaaS): Instant computing infrastructure, provisioned and managed through internet.

Passwords: Authentication to get access to a computing resource that uses a character's chain.

Platform as a Service (PaaS): Cloud service through which the provider grant to the customer a development environment.

Software as a Service (SaaS): Service that allows users to connect to and use cloud-based applications through Internet.

4. Responsibilities

Global Infrastructure Senior Management: Validate existence mechanism that guarantee the information security contained on demand cloud services in architecture cloud models.

Global Infrastructure and Hosting Services Management: Validate control implementation to allow identify and mitigate risks from non-compliance with laws and regulations and validate that information backups from cloud services are achieve according with company policies.

Global Negotiations and Contracts Senior Management: Contractually include clauses that Global Negotiations and Contracts Senior Management requests, according to architecture model agree with the cloud services contract.

Project Leader: Establish on contract the cloud service levels according to risk results, analysis and BIA (business impact analysis).

5. General Guidelines

Contracting

- In order to ensure each established organization requirement to cloud services models as IaaS, PaaS and SaaS, the Global Negotiations and Contracts Senior Management must to ensure the cloud services contracts consider these agreements:

- The established in the **FGB-IT-02 Global Policy of Development and Acquisition of Information Technology Goods and Services**
- Roles and responsibilities from cloud services providers as well as the company.
- Confidentiality and data protection stored in cloud tools as well as local applicable laws compliance.
- Exit strategies on contract expiration or termination where the provider must have the ability to export all company data in a secure and reliable manner.
- Similarly, the Project Leader must to establish the services levels according to risk and business impact analysis (BIA).

Architecture Models

In order to preserve the information security contained in architecture cloud models, The Global Infrastructure Senior Management must guarantee:

- Detection and Prevention Mechanisms for virtual attacks.
- Functions Segregation Models according to **FGB-IT-01 Global Policy on the Role Segregation in Management Systems** and **FGB-IT-22 Access Management Global Policy**.
- Default masks for safety access passwords creation according to **FGB-IT-03 Global Password Management Policy**
- Redundancy systems and network high availability according to **FGB-IT-06 Global Policy for the Change and Capacity Management of IT**.
- Data encryption according to **FGB-IT-11 Global Encryption Policy** for data at rest and in transit.

Cloud Service Provider Management

In order to evaluate the cloud services from cloud services providers according to the different service models (IaaS, PaaS and SaaS), the Global Infrastructure and Hosting Services Management must:

- Understand the supplier's policies regarding audit and security certifications
- Validate the controls that identify and mitigate risks of non-compliance with applicable laws and regulations on data privacy.

Availability Management

Global Infrastructure and Hosting Services Management must:

- Ensure cloud providers are compliant with the Grupo Bimbo availability management policies
- Confirm in case the service contract in a SaaS model the existence of automatic mechanisms to notification availability incidents each occurrence.

Backup Management

Global Infrastructure and Hosting Services Management must validate data backups from the cloud services providers are in accordance with **FGB-IT-09 Global Policy for the Recording, Monitoring and Backup of Information**.

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:



Cloud Services Management Global Policy

Global IT Department

FGB-IT-19

Review / History of the revision

Version	Revision Date:	Update by:	Approved by:	Main changes
1				