42. Change Management Policy and Procedure

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Woodhurst is committed to effectively managing changes to its operations, processes, IT systems, and organisational structure to minimise risk and ensure smooth transitions. This **Change Management Policy and Procedure** provides a framework for managing changes in a controlled and systematic manner. It applies to all employees, contractors, and any third parties involved in the implementation of changes within the company.

42.1 Purpose

The purpose of this policy is to:

- Ensure that changes are planned, reviewed, approved, and communicated appropriately.

- Minimise disruption to business operations during changes.

- Mitigate risks associated with implementing changes, including operational, financial, regulatory, and security risks.

- Provide a clear process for managing changes to ensure transparency and accountability.

42.2 Scope

This policy applies to all changes that could impact Woodhurst's business operations, systems, infrastructure, processes, or organisational structure. Types

of changes covered by this policy include:

- **Operational Changes**: Changes to business processes, service delivery, or organisational structure.

- **IT and Systems Changes**: Changes to software, hardware, networks, or data systems, including security updates and system upgrades.

- **Regulatory Changes**: Changes made to comply with new laws or regulations.

- **Client or Supplier Changes**: Changes to key client or supplier contracts or relationships that could affect service delivery.

42.3 Change Management Principles

Woodhurst's approach to change management is guided by the following principles:

- **Planning**: All changes should be carefully planned and documented, ensuring clear objectives, timelines, and risk assessments are in place.

- **Approval**: No significant change should be implemented without proper review and approval from the relevant authority within Woodhurst.

- **Communication**: Employees and stakeholders affected by changes should be informed in advance, with clear instructions on how the change will affect them.

- **Testing**: All changes, particularly those affecting IT systems, should be thoroughly tested before implementation.

- **Review**: Changes should be monitored and reviewed post-implementation to ensure they have been successfully integrated and have met their objectives.

42.4 Change Management Process

42.4.1 Identification and Initiation of Change

A change can be initiated by any department or employee. For changes causing significant disruption to existing business operations, these must be formally proposed through a **Change Request (CR)**. The Change Request should include:

- The nature and purpose of the change.

- Potential benefits and expected outcomes.

- The potential impact on business operations, employees, clients, and systems.

- A risk assessment identifying any potential issues and how they will be mitigated.

- Estimated costs and resources required for implementation.

The **Change Request** is submitted to the relevant department head or project manager, who will assess whether the proposed change aligns with business goals and needs further action.

42.4.2 Categorisation of Change

All changes are categorised according to their impact and complexity:

- **Minor Changes**: Low-risk, non-disruptive changes that do not significantly impact operations. These can be approved by department heads.

- **Major Changes**: Changes with a moderate impact on business operations, processes, or systems, which require broader stakeholder involvement and senior management approval.

- **Critical Changes**: High-risk changes with the potential for significant disruption, including changes to critical IT systems or key business processes. These changes require approval from the Board or Senior Management Team and may need regulatory or client notification.

42.4.3 Planning and Impact Assessment

For all major and critical changes, a detailed **Change Plan** must be developed. This includes:

- A full analysis of the risks and potential impact on business operations.

- Identification of affected departments, employees, clients, or systems.

- Resource planning, including staffing, budget, and technology requirements.

- Development of a contingency or rollback plan in case the change fails or causes issues.

- Establishment of a timeline for implementation.

42.4.4 Approval Process

Changes must be reviewed and approved before proceeding:

- **Minor Changes**: Approved by the relevant department head.

- **Major Changes**: Reviewed by the department heads, IT, HR, and finance representatives, as necessary. Final approval is granted by senior management.

- **Critical Changes**: Require approval from the **Board of Directors** or **Senior Management Team**. Depending on the nature of the change, additional legal or compliance review may be required.

42.4.5 Communication Plan

Once a change is approved, a **Communication Plan** must be developed to ensure all relevant stakeholders are informed. This includes:

- A description of the change and its purpose.

- Expected benefits and any temporary disruptions.

- Instructions on new processes or systems.

- Contact information for support or questions.

Communication channels may include email updates, meetings, training sessions, or Notion which acts as our change management system.

42.4.6 Testing and Implementation

For changes that affect IT systems, networks, or infrastructure, the following steps must be taken:

- **Testing**: Before implementation, changes must be tested in a controlled environment to ensure they function as expected. Any issues identified during testing should be resolved before moving forward.

- **Pilot Runs**: Where applicable, a pilot implementation may be conducted with a limited group of users to test real-world impact.

- **Implementation**: The change is implemented according to the **Change Plan**, with close monitoring to identify and resolve any issues as they arise.

42.4.7 Post-Implementation Review

After the change has been implemented, a **Post-Implementation Review (PIR)** will be conducted to evaluate the success of the change. The review will cover:

- Whether the change met its objectives and benefits.

- Any issues encountered during implementation and how they were resolved.

- Feedback from employees, clients, or other stakeholders.

- Recommendations for improving future change management processes.

42.5 Roles and Responsibilities

- **Change Requestor**: Any employee or department that identifies the need for change and submits the initial Change Request.

- **Department Heads**: Responsible for reviewing and approving minor changes and contributing to the assessment of major and critical changes.

- **Senior Management Team/Board of Directors**: Responsible for approving critical changes and overseeing the implementation of high-impact changes.

- **Change Manager**: Coordinates the change management process, ensuring all steps are followed, and that risks are properly managed.

- **IT Support Team**: Provides technical expertise and ensures that IT-related changes are tested and implemented without causing disruption.

42.6 Risk Management and Contingency Planning

Change management involves inherent risks, especially for IT-related changes. To mitigate these risks:

- **Risk Assessments**: Must be completed for all significant changes, identifying potential problems and the likelihood of disruption.

- **Contingency Plans**: Should be developed for major and critical changes, outlining steps to reverse or mitigate a failed change.

- **Rollback Procedures**: Should be established to revert to the previous state in the event that a change causes system failures or operational issues.

42.7 Monitoring and Reporting

To ensure effective change management:

- **Regular Monitoring**: The progress of the change is monitored at key milestones. Any delays or unforeseen issues must be reported to the Change Manager or relevant authority.

- **Reporting**: Regular reports are provided to senior management on the status of ongoing changes, including completed changes, issues, and lessons learned.

42.8 Training and Support

For any change that affects employee roles, processes, or systems:

- **Training Sessions**: Employees will receive necessary training to familiarise them with the new systems or processes.

- **User Manuals and Documentation**: Clear and concise documentation will be provided to guide employees through the change.

- **Support**: A dedicated support team will be available during and after the change implementation to address any questions or issues.

Woodhurst is dedicated to managing change in a structured, effective manner, ensuring minimal disruption to business operations and maximum benefit from

each change. Following this **Change Management Policy and Procedure** ensures that changes are implemented successfully, risks are mitigated, and stakeholders remain informed throughout the process.