

Change Management Policy

Effective Date	01 ST JANUARY 2023
Responsible Position	General Manager
Policy Applies to	All KutMor Business Groups, Functions and Subsidiaries
Exclusions	NONE

Policy Statement

KutMor continually strives to improve business performance and service delivery. Change Management is an integral component of continuous improvement. KutMor is committed to implementing a standardised and structured approach to evaluate and, if approved, execute changes in an efficient and timely manner.

Purpose

The objective of Change Management is to ensure the purpose, impact, risks, and benefits of any proposed change are identified, understood, evaluated, and communicated as part of the decision-making process.

The purpose of the Change Management Policy is to:

- minimize the disruption of services,
- reduce back-out activities, and
- ensure clear communication across the company, our clients, and stakeholders.

Guideline and Principles

To achieve this objective, the process and procedures as defined in the KutMor Change Management manual must be adhered to on all KutMor business and service activity. The procedures described in the Change Management manual have been developed based on the following key principles:

- All changes to any KutMor provided service are managed and approved through the Change Management Process, regardless of source or type.
- The decision to authorise or reject a proposed change is based on the completed Change Management Process, to include proper understanding of the risks associated with the implementation of the change.
- Each type of change [Standard, Normal, and Emergency] will have specific submission, approval, and execution requirements within this policy, including the specific levels of authorisation and communication required for each type of change and all rules for assessing and executing.

Accountability and Responsibility

The Change Management Process, Procedure and Tools are documented in the Quality Manual. All changes must be documented and registered in each respective Function and Business line. The HSES&Q Function is accountable for monitoring the implementation of the Change Management Policy with Line Managers responsible for ensuring compliance.

Approved on behalf of the KutMor Board of Directors

Chairperson – Board of Directors

Sakai Kei

Independent Director

Glenn Darnley-Stuart