

CHANGE CONTROL POLICY – SYCURIO LIMITED

This Change Control Policy (“**Policy**”) sets out the process and terms for submitting Change Requests and agreeing to Change Control Notes and may be incorporated by reference into the terms pursuant to which Sycurio provides products (for the purposes of this Policy, the “**Agreement**”).

In this Policy, defined terms in the Agreement and the following definitions shall apply:

“**Change Control Note**” means the written record of any change agreed or to be agreed by the parties pursuant to change control.

“**Change Request**” means a written request (in the case of the Customer) or a recommendation (in the case of Sycurio) for a change which is submitted by one party to the other pursuant to change control.

“**Customer**” means the party receiving goods or services from Sycurio pursuant to the Agreement.

“**Sycurio**” means Sycurio Limited, a company registered in England with company number 06963868 and registered office at Pannell House, Park Street, Guildford, Surrey, GU1 4HN .

1. Either party may submit a Change Request to the other party in accordance with this Policy, but no change shall come into effect until a Change Control Note has been signed by the authorised Representatives of both parties.
2. If the Customer requests a change, the Customer will submit a Change Request to Sycurio containing as much information as is necessary to enable Sycurio to prepare a Change Control Note, including as a minimum, full details of all reasonable changes required to the Products, the service levels, scheduled dates, Sycurio personnel, Sycurio functions and/or Charges pursuant to this Agreement.
3. If Sycurio considers that it requires further information in order to consider the proposed change, it will notify the Customer as soon as reasonably practicable. Sycurio may repeat this process until it is satisfied that it has sufficient information to approve or reject the change.
4. If Sycurio accepts the change, Sycurio will send to the Customer a draft completed Change Control Note for acceptance by the Customer. All Change Control Notes are conditional on sign off by the Sycurio change board, which shall occur as soon as reasonably practicable depending on the nature, complexity and consequential effects on the proposed change.
5. Where Sycurio submits a Change Request to the Customer, Sycurio will send to the Customer a draft completed Change Control Note. If the Customer reasonably considers that it requires further information in order to consider the proposed change, it will notify Sycurio within 5 Business Days of receipt of the Change Control Note. Such notification must accurately detail the further information required. Sycurio will re-issue the draft completed Change Control Note for acceptance as soon as reasonably practicable following the Customer’s request.
6. The parties shall use all reasonable endeavours to agree a Change Control Note as soon as reasonably practicable following receipt of a Change Request but if they are unable to reach agreement, the following provisions shall apply:
 - a) if a Change Request from Sycurio would, in the Customer’s reasonable opinion, have an adverse impact on Sycurio’s ability to provide the Products, the Customer shall be entitled to refuse that Change Request;
 - b) if Sycurio fails to demonstrate the necessity for the change set out in the Change Control Note and any other Documentation provided by Sycurio, the parties shall work together in cooperation to revise the Change Control Note and facilitate the Change in the most mutually beneficial way possible; and

- c) Sycurio shall not be obliged to accept a Customer's Change Request if in Sycurio's reasonable opinion Sycurio cannot provide the change requested within the scope of this Agreement.
- 7. Until such time as a change is made in accordance with this Policy, the Customer and Sycurio shall, unless otherwise agreed in writing, continue to perform this Agreement in compliance with its terms prior to such change.
- 8. Each party will bear its own costs in complying with this Policy.