



CRYSTALLINE

INFORMATION SECURITY POLICY

Change Management Policy

Crystalline Logistics Platform

Crystalline Supply Chain Solutions Ltd

Registered in Scotland · Company No. SC900213

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This policy defines how changes to the Crystalline Logistics platform are proposed, tested, deployed and, where necessary, reversed, so that changes do not disrupt service or compromise client data.

1 Purpose & Scope

The purpose of this policy is to ensure that changes to the platform are made in a controlled way, that they are tested before reaching live client environments, and that clients are informed of changes that affect them. It applies to changes to the data structure, automations, document templates and integrations that make up the platform.

2 Types of Change

TYPE	EXAMPLES	HANDLING
Standard	Low-risk, routine changes such as minor template adjustments	Tested, then deployed
Significant	Changes to data structure, automation logic or integrations	Tested in a non-live environment, then deployed with client notification where relevant
Emergency	Urgent fixes to restore service or correct a fault	Applied promptly, then documented retrospectively

3 Development & Testing

- Changes are developed and tested away from live client data wherever practical, using a development or test environment.
- Significant changes are validated against representative test scenarios before deployment.
- Document-generation and automation changes are checked to confirm output is correct before release.

Logic-heavy components are version-controlled, providing a record of changes and the ability to revert to a previous working version.

4 Deployment

- Changes are deployed to the live environment only after testing is complete.
- Deployment is scheduled to minimise disruption to client operations where possible.
- The change and its deployment date are recorded.

5 Client Notification

Clients are notified in advance of changes that affect how they use the platform or that change the output they receive. Routine internal changes with no client-facing impact do not require notification.

CHANGE	NOTIFICATION
Affects client workflow or document output	Client notified in advance
Internal change, no client-facing impact	No notification required
Emergency fix	Client informed where the issue or fix affected them

6 Rollback

- Where a deployed change causes a fault, it is reversed to the previous working state.
- Version control of logic-heavy components and the availability of data backups support rollback.
- The fault and the rollback are recorded, and the change is corrected and re-tested before redeployment.

7 Responsibilities & Review

The Administrator is responsible for managing changes in line with this policy, including testing, deployment, client notification and rollback. This policy is reviewed at least annually, or sooner following any significant change-related incident.



Changes to the platform are tested before they reach live environments, clients are informed of changes that affect them, and faulty changes can be reversed.

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