SCANNING, VALIDATION AND STORAGE SERVICES

SCHEDULE 8.2

CHANGE CONTROL PROCEDURE

Version: Final 230420

Change Control Procedure

1 DEFINITIONS

In this Schedule, the following definitions shall apply:

"Authority Change Manager"	means the person appointed to that position by the Authority from time to time and notified in writing to the Supplier or, if no person is notified, the Authority Representative;
"Change Request"	means a written request for a Contract Change which shall be substantially in the form of Annex 1;
"Change Communication"	means any Change Request, Impact Assessment, Change Authorisation Note or other communication sent or required to be sent pursuant to this Schedule;
"Fast-track Change"	means any Contract Change which the Parties agree to expedite in accordance with Paragraph 8;
"Impact Assessment"	means an assessment of a Change Request in accordance with Paragraph 5;
"Impact Assessment Estimate"	Not Used
"Receiving Party"	means the Party which receives a proposed Contract Change; and
"Supplier Change Manager"	means the person appointed to that position by the Supplier from time to time and notified in writing to the Authority or, if no person is notified, the Supplier Representative.

2 GENERAL PRINCIPLES OF CHANGE CONTROL PROCEDURE

2.1 This Schedule sets out the procedure for dealing with Changes.

2.2 Operational Changes shall be processed in accordance with Paragraph 9. If either Party is in doubt about whether a change falls within the definition of an Operational Change, then it must be processed as a Contract Change.

2.3 The Parties shall deal with Contract Change as follows:

(a) either Party may request a Contract Change which they shall initiate by issuing a Change Request in accordance with Paragraph 4;

(b) unless this Agreement otherwise requires, the Supplier shall assess and document the potential impact of a proposed Contract Change in accordance with Paragraph 5 before the Contract Change can be either approved or implemented;

(c) the Authority shall have the right to request amendments to a Change Request, approve it or reject it in the manner set out in Paragraph 6;

(d) the Supplier shall have the right to reject a Change Request solely in the manner set out in Paragraph 7;

(e) save as otherwise provided in this Agreement, no proposed Contract Change shall be implemented by the Supplier until a Change Authorisation Note has been signed and issued by the Authority in accordance with Paragraph 6.2; and

(f) a proposed Contract Change is a Fast-track Change, it shall be processed in accordance with Paragraph 8.

(g) the Authority and the Supplier will always work together in order to implement all Changes in a spirit of co-operation and mutual trust

(h) The Supplier shall, throughout the Term, maintain adequate resources to manage and implement Changes promptly and efficiently. The Authority and the Supplier acknowledge that the management and implementation of Changes are themselves Services to which the provisions of the Agreement shall apply.

2.4 To the extent that any Contract Change requires testing and/or a programme for implementation, then the Parties shall follow the procedures set out in Schedule 6.2 (*Testing and Assurance Procedures*), and, where appropriate, the Change Authorisation Note relating to such a Contract Change shall specify Milestones and/or a Key Milestone and Milestone Date(s) in respect of such Contract Change for the purposes of such procedures.

2.5 Until a Change Authorisation Note has been signed and issued by the Authority in accordance with Paragraph 6.2, then:

(a) unless the Authority expressly agrees (or requires) otherwise in writing, the Supplier shall continue to supply the Services in accordance with the existing terms of this Agreement as if the proposed Contract Change did not apply; and

(b) any discussions, negotiations or other communications which may take place between the Authority and the Supplier in connection with any proposed Contract Change, including the submission of any Change Communications, shall be without prejudice to each Party's other rights under this Agreement.

2.6 The Supplier shall:

(a) within 10 Working Days of the Authority's signature and issue of a Change Authorisation Note, deliver to the Authority a copy of this Agreement updated to reflect all Contract Changes agreed in the relevant Change Authorisation Note and annotated with a reference to the Change Authorisation Note pursuant to which the relevant Contract Changes were agreed; and

(b) thereafter provide to the Authority such further copies of the updated Agreement as the Authority may from time to time request.

3 COSTS

3.1 Subject to Paragraph 3.3:

(a) the costs of preparing each Change Request shall be borne by the Party making the Change Request; and

(b) the costs incurred by the Supplier in undertaking an Impact Assessment shall be borne by the Party making the Change Request provided that the Authority shall not be required to pay any such costs if:

(i) such costs are below £5,000 (five thousand pounds) or the Supplier is able to undertake the Impact Assessment by using resources already deployed in the provision of the Services. If the cost incurred by the Supplier in undertaking an Impact Assessment exceed £5,000 (five thousand pounds), the Authority shall only be required to pay the amount that exceeds £5,000 (five thousand pounds) incurred by the Supplier; or

(ii) such costs exceed those in the accepted Impact Assessment.

(iii) Where the Authority submits a Change Request, the reasonable direct and evidenced costs incurred by the Supplier above the agreed threshold in preparing an Impact Assessment in respect of the relevant Change Request may be borne by the Authority on a Time and Materials Charge basis subject to the Authority's prior written approval before such costs are incurred.

(iv) Where Charges are varied as a result of a Contract Change, the Supplier shall update the Financial Model accordance with Schedule 7.5 (Financial reports & Audit Rights). Any cost saving resulting from a Contract Change will result in a variation to the Charges in accordance with Schedule 7.1

3.2 The cost of any Contract Change shall be calculated and charged in accordance with the principles and day rates or day costs (as applicable) set out in Schedule 7.1 (*Charges and Invoicing*). The Supplier shall be entitled to increase the Charges only if it can demonstrate in the Impact Assessment that the proposed Contract Change requires additional, including but not limited to resources and, in any event, any change to the Charges resulting from a Contract Change (whether the change will cause an increase or a decrease in the Charges) will be strictly proportionate to the increase or decrease in the level of, including but not limited to resources required for the provision of the Services as amended by the Contract Change.

3.3 Both Parties' costs incurred in respect of any use of this Change Control Procedure as a result of any error or Default by the Supplier shall be paid for by the Supplier.

3.4 Delay Payments shall be payable in respect of any Delays.

3.5 Unless the Authority expressly agrees otherwise in writing, the Supplier shall not be entitled to any payment in respect of the proposed Contract Change.

4 CHANGE REQUEST

4.1 Either Party may issue a Change Request to the other Party at any time during the Term. A Change Request shall be substantially in the form of Annex 1 and state whether the Party issuing the Change Request considers the proposed Contract Change to be a Fast-track Change.

4.2 If the Supplier issues the Change Request, then it shall also provide an Impact Assessment to the Authority as soon as is reasonably practicable but in any event within 10 Working Days of the date of issuing the Change Request.

4.3 If the Authority issues the Change Request, then the Supplier shall provide the completed Impact Assessment to the Authority as soon as is reasonably practicable and in any event within 10 working days of receiving the Change Request. If the Supplier requires any clarification in relation to the Change Request before it can deliver the Impact Assessment, then it shall promptly make a request for clarification to the Authority and provided that sufficient information is received by the Authority to fully understand:

(a) The nature of the request for clarification; and

(b) The reasonable justification for the request;

the time period to complete the Impact Assessment shall be extended by the time taken by the Authority to provide that clarification. The Authority shall respond to the request for clarification as soon as is reasonably practicable.

5 IMPACT ASSESSMENT

5.1 Each Impact Assessment shall be completed in good faith, which shall be substantially in the form of Annex 3 and shall include:

(a) details of the proposed Contract Change including the reason for the Contract Change; and

(b) details of the impact of the proposed Contract Change on the Services, the Optional Services (if any) and the Supplier's ability to meet its other obligations under this Agreement including an analysis of the risks arising from the implementation of the Change and a proposal for pro-active management of the risks identified by both the Authority and the Supplier;

(c) any variation to the terms of this Agreement that will be required as a result of that impact, including changes to:

(i) the Services Description, the Performance Indicators and/or the Target Performance Levels;

(ii) the format of Authority Data, as set out in the Services Description;

(iii) the Milestones, Milestone Dates, Implementation Plan and any other timetable previously agreed by the Parties;

(iv) other services provided by third party contractors to the Authority, including any changes required by the proposed Contract Change to the Authority's IT infrastructure;

(v) Schedule 2.1 (Services Description), 2.4 (Security Management) and Schedule 2.2 (Performance Levels);

(d) details of the cost of implementing the proposed Contract Change;

(e) details of the ongoing costs required by the proposed Contract Change when implemented, including any increase or decrease in the Charges, any alteration in the resources and/or expenditure required by either Party, any alteration to the working practices of either Party and suggested updates to the Supplier Guidance.

(f) a timetable for the implementation, together with any proposals for the testing of the Contract Change;

(g) details of how the proposed Contract Change will ensure compliance with any applicable Change in Law; and

(h) such other information as the Authority may reasonably request in (or in response to) the Change Request.

(i) Where the Authority submits a Change Request, the reasonable direct and evidenced costs incurred by the Supplier above the agreed threshold in preparing an Impact Assessment in respect of the relevant Change Request may be borne by the Authority on a Time and Materials Charge basis subject to the Authority's prior written approval before such costs are incurred.

(j) a detailed test plan in respect of any part of the Contract Change which is technical in nature;

(k) a demonstration by the Supplier that the Contract Change provides transparent value for money to the Authority in accordance with the Financial Model and Open Book Accounts and accounting referred to elsewhere in this Service Agreement;

(l) a consideration of the impact (if any) of TUPE and pensions; and

(m) a consideration of the impact (if any) of the provisions set out in Schedule 5 (Software) of this Agreement.

5.2 If the Contract Change involves the processing or transfer of any Personal Data outside the European Economic Area, the preparation of the Impact Assessment shall also be subject to Clause 23 (*Protection of Personal Data*).

5.3 Subject to the provisions of Paragraph 5.4, the Authority shall review the Impact Assessment and respond to the Supplier in accordance with Paragraph 6 within 15 Working Days of receiving the Impact Assessment, it.

5.4 If the Authority is the Receiving Party and the Authority reasonably considers that it requires further information regarding the proposed Contract Change so that it may properly evaluate the Change Request and the Impact Assessment, then within 5 Working Days of receiving the Impact Assessment, it shall notify the Supplier of this fact and detail the further information that it requires. The Supplier shall then re-issue the relevant Impact Assessment to the Authority within 10 Working Days of receiving such notification. At the Authority's discretion, the Parties may repeat the process described in this Paragraph 5.4 until the Authority is satisfied that it has sufficient information to properly evaluate the Change Request and Impact Assessment. The Authority may also, on receiving notice from the Supplier agree to plan and prioritise the Impact Assessments so that, depending on the number of Impact Assessments required to be carried out at any one time, or the complexity and scope of any particular Impact Assessment, it is able to decide whether to extend the time period(s) to deliver such Impact Assessments. The Authority shall give reasonable consideration to requests from the Supplier in connection with an Authority-issued Change Request.

5.5 The calculation of costs for the purposes of Paragraphs 5.1(d) and (e) shall:

(a) be based on the Financial Model;

(b) facilitate the Financial Transparency Objectives;

(c) include estimated volumes of each type of resource to be employed and the applicable rate card;

(d) include full disclosure of any assumptions underlying such Impact Assessment;

(e) include evidence of the cost of any assets required for the Change; and

(f) include details of any new Sub-contracts necessary to accomplish the Change.

(g) The Impact Assessment shall not alter the structure of the Financial Model. Any updates to the Financial Model shall be subject to Schedule 7.5 (Financial Reports & Audit Rights).

6 AUTHORITY'S RIGHT OF APPROVAL

6.1 Within 15 Working Days of receiving the Impact Assessment from the Supplier or within 10 Working Days of receiving the further information that it may request pursuant to Paragraph 5.4, the Authority shall evaluate the Change Request and the Impact Assessment and shall do one of the following:

(a) approve the proposed Contract Change, in which case the Parties shall follow the procedure set out in Paragraph 6.2;

(b) in its absolute discretion reject the Contract Change, in which case it shall notify the Supplier of the rejection. The Authority shall not reject any proposed Contract Change to the extent that the Contract Change is necessary for the Supplier or the Services to comply with any Changes in Law. If the Authority does reject a Contract Change, then it shall explain its reasons in writing to the Supplier as soon as is reasonably practicable following such rejection; or

(c) in the event that it reasonably believes that a Change Request or Impact Assessment contains errors or omissions, require the Supplier to modify the relevant document accordingly, in which event the Supplier shall make such modifications within 5 Working Days of such request. Subject to Paragraph 5.4, on receiving the modified Change Request and/or Impact Assessment, the Authority shall approve or reject the proposed Contract Change within 10 Working Days.

6.2 If the Authority approves the proposed Contract Change pursuant to Paragraph 6.1 and it has not been rejected by the Supplier in accordance with Paragraph 7, then it shall inform the Supplier and the Supplier shall prepare two copies of a Change Authorisation Note. A Change Authorisation Note shall be substantially in the form of Annex 2 which the Supplier shall sign and deliver to the Authority for its signature. Following receipt by the Authority of the Change Authorisation Note, it shall sign both copies and return one copy to the Supplier. On the Authority's signature the Change Authorisation Note shall constitute (or, where the Authority has agreed to or required the implementation of a Change prior to signature of a Change Authorisation Note, shall constitute confirmation of a binding variation to this Agreement.

6.3 If the Authority does not sign the Change Authorisation Note within 10 Working Days, then the Supplier shall have the right to notify the Authority and if the Authority does not sign the Change Authorisation Note within 5 Working Days of such notification, then the Supplier may refer the matter to the Expedited Dispute Timetable pursuant to the Dispute Resolution Procedure.

6.4 The issuing of a Change Authorisation Note by the Authority shall not under any circumstances constitute acceptance by the Authority of the results of such Change Request in the live environment, or constitute a waiver of any requirement set out in this Agreement to carry out assurance tests on the results of such Change Request.

7 SUPPLIER'S RIGHT OF APPROVAL

Following an Impact Assessment, if:

(a) the Supplier reasonably believes that any proposed Contract Change which is requested by the Authority would:

(i) materially and adversely affect the risks to the health and safety of any person; and/or

(ii) require the Services to be performed in a way that infringes any Law; and/or

(b) the Supplier demonstrates to the Authority's reasonable satisfaction that the proposed Contract Change is technically impossible to implement and neither the Supplier Solution nor the Services Description state that the Supplier does have the technical capacity and flexibility required to implement the proposed Contract Change, then the Supplier shall be entitled to reject the proposed Contract Change and shall notify the Authority of its reasons for doing so within 5 Working Days after the date on which it is obliged to deliver the Impact Assessment pursuant to Paragraph 5.

(c) If the Supplier rejects any Contract Change pursuant to this paragraph 7, the Authority shall be entitled at its own risk to appoint a third party, having consulted with the Supplier in connection with the same, to implement such Contract Change and the Supplier shall provide all reasonable assistance to that third party to implement such changes.

The steps of the Change Control Procedure are summarised at Annex 4

8 FAST-TRACK CHANGES

8.1 The Parties acknowledge that to ensure operational efficiency there may be circumstances where it is desirable to expedite the processes set out above.

8.2 If:

(a) the total number of Contract Changes in relation to which this Fast-track Change procedure has been applied does not exceed 4 in any 12 month period (or such higher number as the Authority and Supplier may from time to time agree in writing); and

(b) both Parties agree the combined value of the proposed Contract Changes over the following twelve (12) months does not exceed £50,000 (fifty thousand) in total and the proposed Contract Changes are not significant (as determined by the Authority acting reasonably),

then the Parties shall confirm to each other in writing that they shall use the process set out in Paragraphs 4, 5, 6 and 7 but with reduced timescales, such that any period of 15 Working Days is reduced to 5 Working Days, any period of 10 Working Days is reduced to 2 Working Days and any period of 5 Working Days is reduced to 1 Working Day.

8.3 The Parties may agree in writing to revise the parameters set out in Paragraph 8.2 from time to time or that the Fast-track Change procedure shall be used in relation to a particular Contract Change notwithstanding that the total number of Contract Changes to which such procedure is applied will then exceed 4 in a 12 month period.

9 OPERATIONAL CHANGE PROCEDURE

9.1 Any Operational Changes identified by the Supplier or Authority to improve operational efficiency of the Services may be implemented by the Supplier without following the Change Control Procedure for proposed Contract Changes provided they do not:

(a) have an impact on the business of the Authority;

(b) require a change to this Agreement;

(c) have a direct impact on use of the Services; or

(d) involve the Authority in paying any additional Charges or other costs.

9.2 The Authority and Supplier may request an Operational Change by submitting a written request for Operational Change to the Supplier Representative.

9.3 The written request for Operational Change shall include the following details:

(a) the proposed Operational Change; and

(b) the time-scale for completion of the Operational Change.

9.4 The Supplier shall inform the Authority of any impact on the Services that may arise from the proposed Operational Change.

9.5 The Supplier shall complete the Operational Change by the timescale specified for completion of the Operational Change in the written request for Operational Change, and shall promptly notify the Authority when the Operational Change is completed.

9.6 To the extent applicable to the Services to be provided by the Supplier, the Operational Change Procedure shall be consistent with the International Organisation for Standardisation's Standard for IT Service Management (ISO/IEC 20000) and, if required by the Authority, ITIL's best practice for service delivery applicable at the date on which it is agreed by the Authority and the Supplier. In the event of any conflict between the Operational Change Procedure and ISO/IEC 20000 (or any replacement standard) or the ITIL Service Delivery publication (including the ITIL Change Control provisions and ITIL Software Control and Distribution, including release management), the requirements of the International Organisation for Standardisation's Standard for IT Service Management (ISO/IEC 20000) or ITIL's Service Delivery publication (at the Authority's option) shall prevail.

9.7 Subject to paragraph 9.6 of this Schedule, the Supplier acknowledges and agrees that to the extent that it applies to the Services to be provided by the Supplier, the Supplier shall ensure the Operational Change procedure shall be compatible in all material respects with the Authority's existing cross-ICT programme management systems and strategic policies (including the Authority's policies relating to the environment) in place from time to time as notified to the Supplier.

10 COMMUNICATIONS

For any Change Communication to be valid under this Schedule, it must be sent to either the Authority Change Manager or the Supplier Change Manager, as applicable. The provisions of Clause 44 (*Notices*) shall apply to a Change Communication as if it were a notice.

ANNEX 1: CHANGE REQUEST FORM

The written request for a Contract Change which shall be substantially in the form as the embedded document HMPO Contract Change Form v1.0

HMPO Change Request Form V1.0.xls

HM Passport Office

Change Request Form

Change Request Number (To be completed by Change Team)	

	SECTION 1: ORIGINATOR / PROJECT MANAGERS CONTACT DETAILS		
		CRO:	**PM:**
1	**Change Request Originator / Project's Manager Name**		
2	**Job Title(s)**		
3	**CRO / PM Office Location**		
4	**Programme / Function**		
5	**Email**	**CRO**	
		PM	
6	**Telephone**	**Desk**	**Mobile**
7	**Sponsor**	**Name**	**Position**
8	**Budget Holder**	**Name**	**Position**
	Change Details		
9	**Summary Title** Insert short title for the change request		
10	**Raised By**		
	Date Raised		
11	**Type of Change**		
12	**Date by which Change needs to be implemented** (Please enter date:		

dd/mm/yyyy only. "ASAP" will not be accepted)	

Is this Change:	
Function (This change relates to)	
Supplier (This change relates to)	

For Change Team Use Only	
Change Level	
Priority	
Service Affected	

SECTION 2 – SCOPE OF REQUIREMENTS

13 **Background Details**

14 **Provide full details of the Scope of Work / Requirements**

15 **Please provide full Business Objectives, Justification and Benefits in field provided below.**

Objectives

Justification

Benefits:

SECTION 3 – IMPACTS

16 **Provide details of areas of any impacts in field provided for all Parties consideration.**

System Change

Business Change

17 **Provide details of areas of any risks in field provided for all Parties consideration.**

18 **Provide details of areas of any inter-dependencies in field provided for all Parties consideration.**

ANNEX 1 – Change Request Form – for IPS Use ONLY

**(Internal IPS Use Only - Not to be shared with Suppliers when populated;
This will be a supplementary document to the Change Request Form)**

(Q) I declare I have read and understood content of Guidance Handbook:

Yes		No	

SECTION 4 – FINANCIAL SUMMARY

19 **Minor/Major Change:**

Has funding been secured? If "No" the request will not proceed until you obtain sponsorship.

Yes		No	

19.a CAPEX Expenditure:		**19b. OPEX Expenditure:**	
19.c Cost Centre Code:		**19.d Account Code:**	
19.e Anticipated One-Off Charge:		**19f. External Funding information:**	

20 **Major Changes only:**

Has the 'Financial Cost Estimate Template' been completed and reviewed by Finance? If you have answered "Yes", please provide summary details below. If "No" the request will not proceed.

Yes		No	

Pricing Mechanism/(s)							
GMPTC		Fixed		Firm		Time & Materials	

For Change Team Use Only					
Level 1		Level 2		Level 3	

SECTION 5 – AGENCY INTERNAL ASSESSORS

21 IPS Change Request Assessors (CRA)

The Originator should confirm the required assessors for this Change Request from the list below

Mandatory		Optional			
Business Design Authority		Counter Fraud		IT OPS SI (Service Managers)	
Commercial		Estates		Product & Channels Demand	
Finance		Human Resources		IT Ops - Service Ops	
IT OPS AI (Technical Assurance)		Information Assurance		Policy	
Security Assurance		Performance & Management Information		Special Projects	
IT Ops Service Delivery		IT Ops - Civil Registration		Strategy	
				Other (please populate field)	

SECTION 6 – EARLY SUPPLIER ENGAGEMENT BRIEFING

22 Has the Change Request Originator, Project Manager or an employee of the Agency already engaged the Supplier directly for preliminary discussions before formally registering this Change Request? Yes No . If 'Yes', please populate below section. If 'No' proceed to 23.

Name	
Position	
Supplier / Company Name	
Email	

Tel Desk	
Tel Mobile	

Please provide details of any Principles / Understandings / Commitments Made

SECTION 7 – CATEGORY OF CHANGE REQUEST / OTHER CONTRACT DOCUMENTATION

23 Does this Change Request propose changes to terms and conditions of the Service Agreement / Contract?

Yes		Go to 24.
No		Go to 25.

24 Change Request Originator to list all Schedules affected by this change;

25 Does this Change Request propose changes to any other documents which are referenced below?

Assurance Plan			Contract Baseline Financial Model	
BCDR Plan			Security Plan	
BCDR Policy			Other *(for example DIP)*	
Business Rules				

ANNEX 2: CHANGE AUTHORISATION NOTE

The Change Authorisation Note, which shall be in substantially the same form as the embedded document HMPO Change Authorisation Note v1.0

HMPO Change Authorisation Note V1

HM Passport Office

CHANGE AUTHORISATION NOTE

CR No.	Title:	Date raised:	Raised by:
Programme	Required by date		

Version:	Date:	Changes:	Author:
V0.1			
V0.2			
V0.3			
V0.4			
V0.5			
V0.6			
V0.7			
V0.8			
V1.0			

Details of linked Change Requests and Change Authorisation Notes ("CAN")

Detailed Description of Contract Change

Preamble

A.

The Parties therefore agree:

1.

Estimated timescales

Value for money statement
Details of development stages and implementation schedule
Details of any dependencies (including any required input from the requesting Party)
Details of resulting Deliverables
Details of any Changes to the Charges
Details of proposed one-off additional Charges and means for determining these (e.g. fixed price or cost-plus basis)
Details of any training of personnel required (including any documentation to be produced and any Assurance Test to apply).

Contract Change Authorisation (Yes/~~No~~) Authorisation		
Signature:	Name:	Date:

Signature:	Name:	Date:
Additional details surrounding decision (if required)		
Request for Work/Quote Number	Order Number	Notification of Completion
Date of Request		

ANNEX 3: IMPACT ASSESSMENT FORM

The Impact Assessment Form, which shall be in substantially the same form as the embedded document HMPO Impact Assessment Form v1.0

HMPO Impact Assessment Form V1.

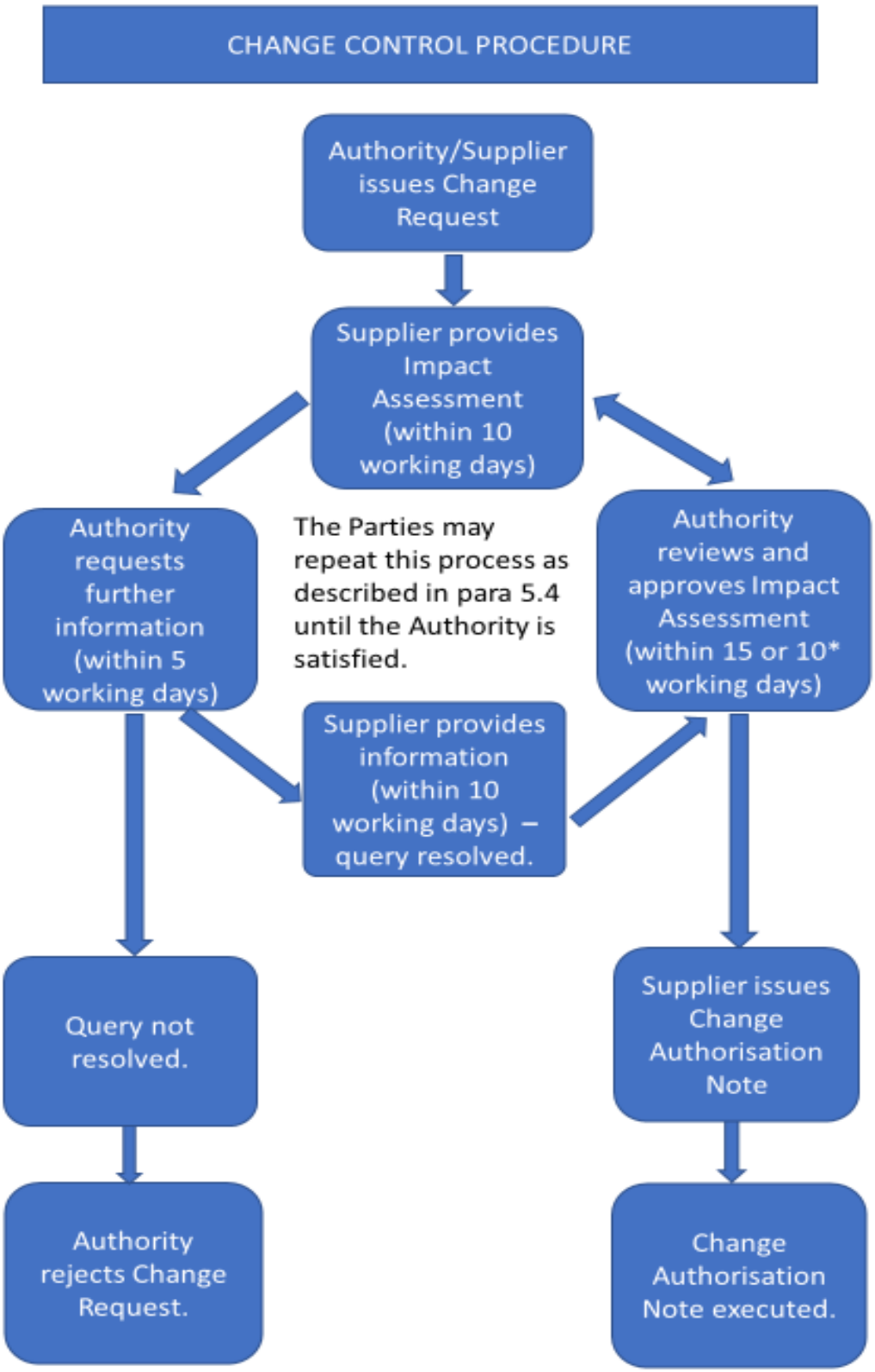
CR No.	Title	Date Raised:
Change Owner	Programme	Required by Date
Detailed description of Contract Change for which Impact Assessment is being prepared and details of any related Contract Changes		
Proposed adjustment to the Charges resulting from the Contract Change		
Details of proposed one-off additional charges and means for determining these (e.g. fixed price or cost-plus basis)		
Details of any Changes to the Service Agreement		
Details of any Service Levels affected		
Details of any operational service impact		

Details of any systems / interfaces affected		
Detailed risk assessment		
Impact on Authority Policies		
Summary of Assumptions		
Recommendations		
Estimated timescale		
Value for Money		
Is TUPE going to apply and what is the cost impact		
Impact of IPR provisions		
Signed by [ ]		
Impact Assessment completed by:		
Signature:		Date:
Additional details surrounding decision (optional field)		

ANNEX 4: CHANGE CONTROL PROCEDURE

See embedded document HMPO Change Control Procedure V1.0

HMPO Change Control Procedure V1



* Refer to section 6.1 of Schedule 8.2 Change Control Procedure