MAYOLY
Taking your Care to Heart

GLOBAL IT

Project demand management process

April 2026

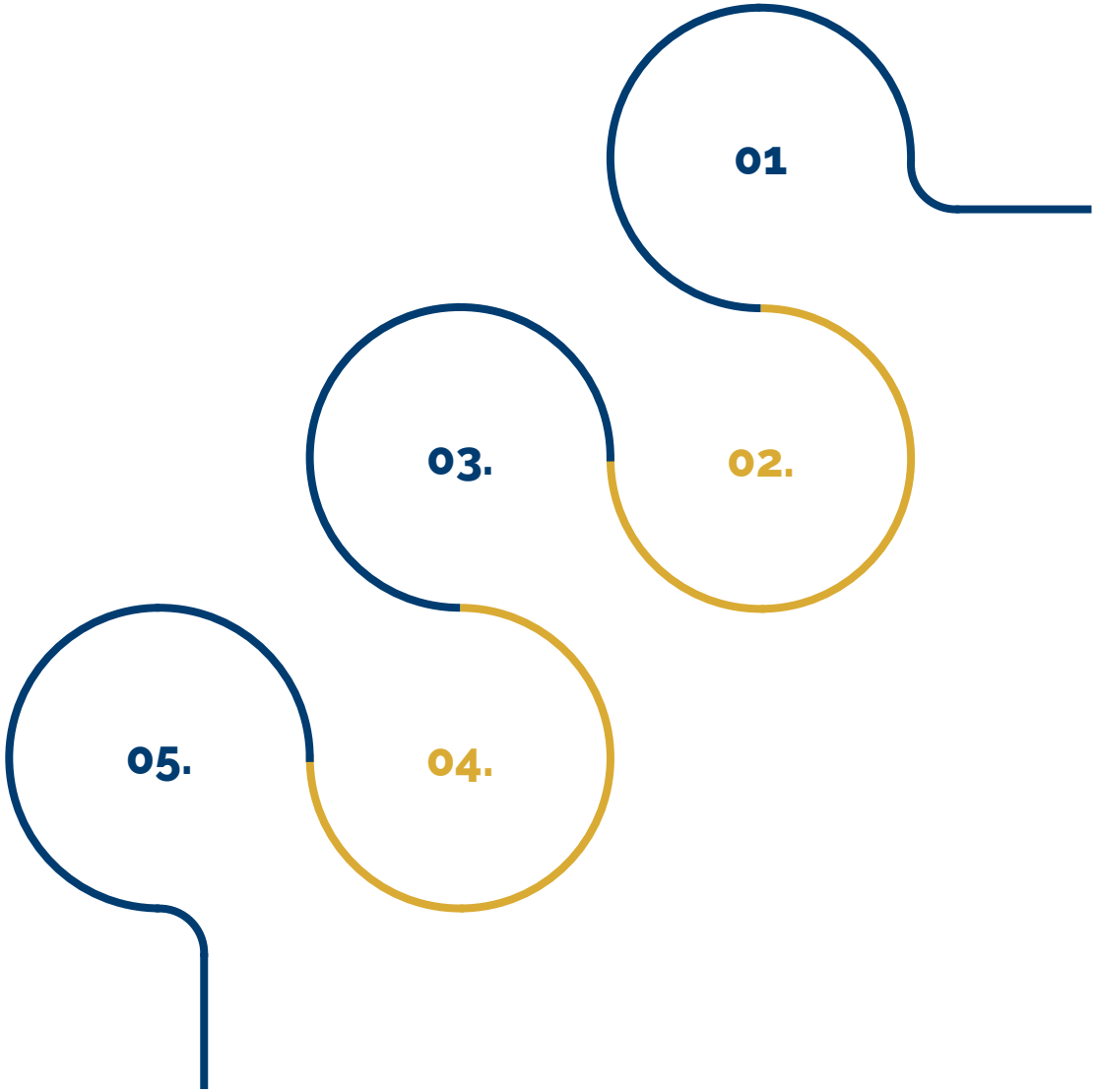
Mayoly 2030 – Fundamentals – 3 IT objectives

01. Durably supporting our long-term growth

02. Managing risks: GDPR, Cyber, GxP

03. Keeping IT costs under control

Improving IT efficiency and value creation



01. Strategic alignment

Ensures every IT initiative is explicitly aligned with Mayoly 2030 priorities, focusing resources on value-creating projects and avoiding dispersion.

02. Execution discipline in a self-financed model

Creates a robust arbitration mechanism to balance ambition, capacity and funding—key to sustaining growth without compromising financial discipline.

03. Risk and compliance control

Reduces operational, cyber and regulatory risks by limiting off-process requests, enforcing qualification, and improving predictability and traceability (incl. GxP).

04. Mature IT–Business governance

Establishes a shared language, transparent priorities and joint accountability between IT and business, strengthening trust and decision-making.

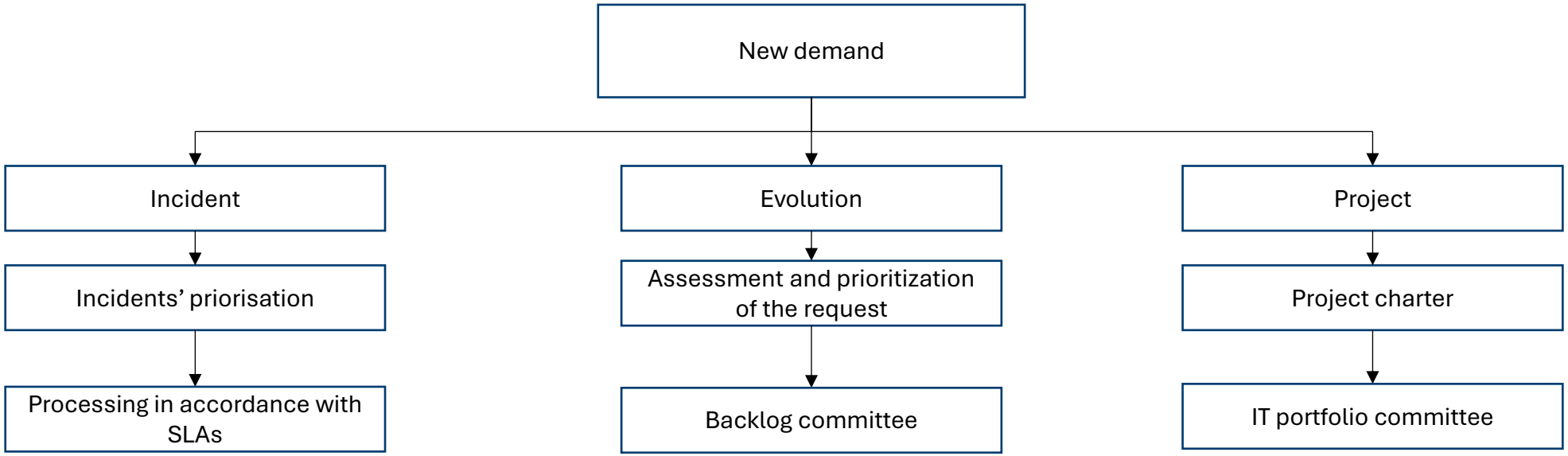
05. Protecting transformation capacity

Prevents “run” overload from crowding out structural transformation, enabling IT to rebuild fundamentals while continuing to deliver business value.

Context

The purpose of this document is to describe the management of requests for system enhancements and new IT projects. Each enhancement and project follows a dedicated process to ensure that they deliver value, and we also ensure that all the necessary conditions (staffing, budget, etc.) are in place for successful execution.

Incidents are dealt with as they arise and follow their own process.



IT Business partners – your dedicated IT contacts

Sc. Affairs & Quality	HR & Communication	Commercial & Marketing	Finance & Legal	Production / EHS	Supply chain	Industrial IT	Strategy & Transformation & M&A
							
Louise ODIN-STEINER	Oznur ZULLU	Anaelle PELLEGRIN	Eric TRAVERSO	Baptiste TIERCELIN	Bertrand REY	Julien BOHLY	Fabrice LEGOFF

For any enquiries regarding projects or system upgrades, your IT Business Partner is your first point of contact.

How to ? INCIDENT

An **incident** is a feature or a function that used to work but no longer does.

I am having an issue with my system.

I report the issue by creating a ticket on MayHELP, specifying the system affected.

The incident is handled by the relevant department according to its priority level.

My ticket is reviewed and then processed by the IT team: I may be contacted for further details. A workaround can be suggested if the system is down.

I test the proposed fix and approve the solution in the open ticket

The ticket is closed by IT

Incidents prioritisation

P1 – Critical : service unavailable, global impact, no workaround → picked up within 2 hours.
P2 - Major : important impact, partial workaround → picked up within 8 hours
P3 - Moderate : limited impact, non-blocking → picked up within 5 days
P4 - Minor : minor inconvenience, query or issue → best effort

How to ? EVOLUTION

An **evolution i**s a request to modify or add a feature compared to what is described in the specification. An enhancement does not fix a bug but improves the system.

I want to improve a feature in the system.





I submit a request by creating a ticket on MayHELP, specifying the system affected.

I am contacted by the IT business partner. Together, we present the change to the Change Management Committee for approval, based on its priority and the team's capacity.

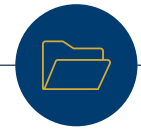




The IT BP works with the relevant department to review my request for a change, assesses it, and submits a specification to me for review and approval. Then, the change is implemented.

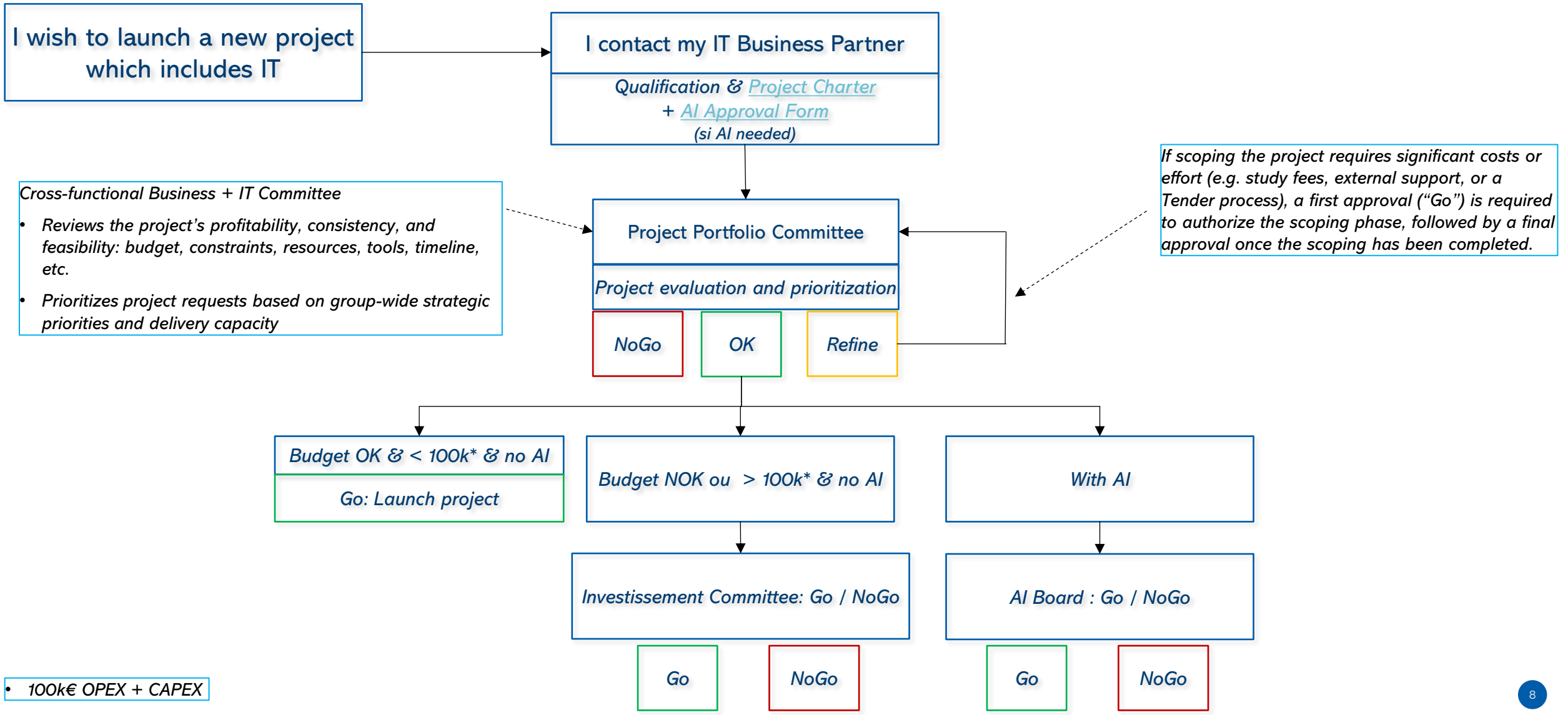
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The ticket is closed by IT

How to Projet



Request management gouvernance

	Evolutions: Backlog review	Projects: Portfolio Committee
	Monthly	*Monthly*
	Minutes of IT portfolio shared with EXCOM	Minutes of IT Portfolio shared with Investment committee members
Objectifs	• Approve priority levels • Approve the list of changes to be implemented for the next system cycle	• Assess project requests based on capacity (resources, costs, etc.) and the group's priorities. Evaluate risks and mitigations, make sure the plan can be executed. • Approve new projects (GO / NOGO)
Participants	• Solution experts • BPO and business requester • IT Business partner	• Business expert • Solution expert • IT Business partner • CIO & managers
Pre-requirements	• Change request form completed and reviewed with IT Business partner • Request assessed and approved by the solution expert	• Project charter completed and a reviewed by IT • AI approval form completed if AI needed • Business partner and the solutions expert

Criteria for prioritising IT projects

1. No choice (LEGAL / REGULATORY)	A project that the company is required to undertake due to a law, regulation or compliance requirement
2. Strategic (EBITDA / CASH)	This project is fully aligned with the company's transformation strategy aimed at achieving the group's objectives, particularly in terms of improving EBITDA and/or cash flow
3. Important (POSITIVE ROI)	A project that has a significant impact on the business and/or improves or enhances the security of processes and/or improves or enhances financial performance
4. Nice to have (COMFORT)	A non-essential project that adds value without having a significant impact on overall performance. A project for which an effective and low-cost non-IT workaround can be implemented

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THANK YOU!