

# Estate Valuations & Pricing Systems

## Business Process and Change Management Policy

### Overview

This document briefly describes the business process policies of EVP Systems, the controls that govern their change, and how they are reviewed and updated.

EVP Systems places client satisfaction as its highest priority, after adherence to federal, state, and local laws. Thus, changes to its business processes are made with this goal in mind. Please see the “Ethical, Legal and Regulatory Policy” for more details.

### Change Management

All business practices and policies are initiated, managed, and maintained by EVP Systems senior management, either as individuals or as part of committees and standing groups. No change is made to any business practice without the recommendation of at least one employee in direct contact with affected clients, an employee familiar with the internal implications of the change, and the company president.

When changes to business practices are implemented that are potentially disruptive to client function, they are discussed ahead of implementation with the affected clients and the decisions regarding the change can be modified, postponed, or abandoned as a result. Internal process changes are implemented using the same process, but with EVP Systems business units functioning as the client.

### Customer-Facing Business Processes

EVP Systems recognizes that business processes that have the potential to impact clients and their use of our products and services—including software design, evaluation methodology, client support, and pricing—must be handled carefully, so as not to disrupt or adversely impact the expectations and reasonable reliance those clients have. Towards this goal, the following areas have specifically defined process evolution, management, and approval.

#### Software Development

All software development at EVP Systems is done in accordance with the company’s “Software Development Process” documentation, resulting in releases of EVP Office roughly every four months, with several minor updates between major ones. The feature set of each release is determined by EVP Systems senior management, based upon business requirements and client

requests. As noted below, each update is free. New features and bug fixes are tracked internally to be documented with the release.

Server-side development is done similarly, though not on a regularly-defined schedule. Internal tooling and support systems change likewise.

Changes to the software—especially EVP Office, which is installed on user desktops—are intended to be as minimally disruptive as possible, with new features supplementing existing ones rather than replacing or re-organizing them. When important functionality is to undergo a significant change, contact is made with each client using that feature and the change described, and the impact on their business assessed. If the impact on clients is too disruptive or cannot be ameliorated with modifications, the change is postponed or discarded. Where EVP Systems feels it must implement a disruptive change in newer versions of the software, it will extend the end-of-life date for the older version for specific clients as long as required.

Changes to these processes are only done with the approval of senior management.

## Evaluation Methodology

Like software changes, evaluation methodology is undertaken carefully and in consultation with potentially affected clients. Ultimate deference is given to the Code of Federal Regulations, Title 26, Chapter 1, Section 20, which defines the methodology.

Changes to these processes are only done with the approval of senior management.

## Customer Support

All customer support—including software upgrades, phone and e-mail contact, and website-based frequently asked questions and tutorials—is free. Support is available via e-mail, the phone, or website form. All reasonable effort is made to resolve any client problems, either with running the software, or with the evaluation reports. In the event a problem cannot be addressed to the satisfaction of the client, a refund will be offered.

Changes to these processes are only done with the approval of senior management.

## Pricing

Only usage of the actual products and services by the client are billed—there is no cost for account creation, per-user installation, client support, software upgrades, or other ancillary items. There are no monthly minimums or invoicing charges. There are no special contracts or discounts for individual clients or firms, with the exception of the Internal Revenue Service.

EVP Systems announces all fee and discount schedule changes three months ahead of their actual implementation.

Changes to these processes are only done with the approval of senior management.

## Internal Business Processes

Internal business processes are not publicly defined, but adhere to the “Ethical, Legal and Regulatory Policy” documentation. Changes to these processes are assessed and managed by internal stakeholders and senior management.

## Review and Update

All EVP Systems business policies and the change management process that implements alterations to them are reviewed and updated at least annually. Changes may be made more frequently as required by business or client requirement. Company staff is informed of policy changes a week before they take effect, via company-wide e-mail and broadcast announcement on inter-company instant messaging.

## Approval

This plan has been approved by the President of EVP Systems, Michael A. Walker, on the following dates:

November 18, 2022  
July 1, 2023

[Signed:] Michael A. Walker  
[Signed:] Michael A. Walker

Last Update: July 1, 2023