1. Purpose

The purpose of this SOP is to ensure that all changes to controlled documents, systems, and critical business components are assessed, approved, implemented, and documented in a controlled manner. This process ensures traceability, consistency, and compliance with Good Documentation Practices (GDP) and ALCOA principles and maintains the integrity of the Quality Management System (QMS).

2. Scope

This SOP applies to all changes affecting:

1. **Controlled QMS documents**, including SOPs, forms, policies, and records.
2. **Critical business components**, including:
    - IT software and systems (e.g., Xcelerator shipment tracking, Samsara vehicle tracking, Thermo King TCV monitoring, QMS).
    - Critical facility changes impacting operations.
3. **Internal and external process changes** that could impact service delivery, compliance, or customer satisfaction.

All changes, regardless of source, must be submitted, reviewed, and approved according to this SOP.

3. Policy

3.1 Responsibilities

Step	Responsible	Accountable	Consulted	Informed
Initiate Change Request	Requester / Employee	N/A	QA, Operations	Manager
Review & Define Options	Change Control Committee	Manager	QA, IT, Operations	Customer (if applicable)
Approval of Change	Manager / Senior Staff	CEO / VP / Director of Operations	QA, Operations	Requester / Affected Departments

Step	Responsible	Accountable	Consulted	Informed
Implementation	Assigned Owner	Manager	QA	All impacted staff
Verification & Closure	QA / Change Control	Manager	None	Requester / Affected Staff

Change Control Committee manages the overall process and ensures compliance with this SOP. The **Quality Manager** ensures records are complete and retained.

4. Policy & Procedure

4.1 Change Request Submission

- All changes must be submitted using the Change Request Form (CRF) or an approved electronic system.
- The CRF must include:
    1. Unique Change Request ID
    2. Date of submission
    3. Requester name and department
    4. Description of the requested change
    5. Reason for the change
    6. Expected benefits or value
    7. Proposed timeline / expected completion
    8. Conditions of success / acceptance criteria
- Emails or informal communication are not sufficient for documenting change requests.

4.2 Review and Options

- The Change Control Committee reviews each CRF within a defined turnaround time (e.g., 3 business days).
- At least two options for implementing the change shall be evaluated, including:
    1. Option number and name

2. Proposed solution and steps to implement
3. Estimated timeline
4. Impacts to documents, processes, or systems
5. Expiration date for customer or internal approval

- All impacts on quality, compliance, and customer satisfaction must be assessed.

4.3 Approval

- Minor changes may be approved by the Manager.
- Major or critical changes require approval by Senior Staff (CEO, VP, Director of Operations).
- Approval must be documented with name, title, signature, and date in the CRF or electronic system.

4.4 Implementation

- Once approved, the assigned owner implements the change.
- All activities must be documented and traceable.
- A verification step by QA or designated personnel must confirm the change is implemented correctly and meets acceptance criteria.

4.5 Communication and Training

- All impacted personnel must be notified of the change.
- Training is required for any procedural or system changes that affect personnel tasks.
- Communication and training records must be maintained.

4.6 Recordkeeping

- All CRFs, supporting documents, approvals, and verification records are controlled quality records.
- Records must comply with GDP and ALCOA principles:
    - **Attributable:** Identify who performed and approved each step
    - **Legible:** Entries must be readable and permanent

- **Contemporaneous:** Completed at the time of action
- **Original:** Use original forms or approved electronic records
- **Accurate:** Reflect true events and decisions

- Errors must be corrected by striking through with a single line, entering the correct information, and initialing and dating the correction.
- All records shall be retained for a minimum of three (3) years, unless regulatory or contractual obligations require longer retention.

4.7 Closure

- QA verifies that the change was implemented and the CRF is complete.
- Closure of the CRF must be documented with date, name, and signature.
- The CRF is then filed in the Change Control Log for audit purposes.

4.8 Monitoring and Review

- The Change Control Committee shall periodically review change trends and metrics to identify process improvement opportunities.
- This SOP shall be reviewed at least every two years or earlier if required.

5. References

- QMS: Incident, Complaint, and CAPA Handling SOP
- GDP / ALCOA Principles

REVISION CONTROL

The following is the revision history for this document.

Version	Change Description	Eff Date	Approver	Approver
1.0	Creation	18 July 2023		
1.1	QMS added to the Scope as a business component.	9 JAN 2024		
1.2	Company Name and Logo Updated	19 JUN 2024		
2.0	Comprehensive revision to clarify process flow, strengthen role and approval requirements, and align with QMS and related SOPs. Supersedes Version 1.2 in full.	04 MAR 2026	DocuSigned by: Bill Maloney C34D253392F940F... 3/4/2026	Signed by: Vince Lambert 213BC8E41A9D48A... 3/4/2026

Certificate Of Completion

Envelope Id: 23EE1449-C6CD-41E1-A960-B6D2643C197D
Status: Completed
Subject: Complete with Docusign: SLL Change Control SOP 2.0.pdf
Source Envelope:
Document Pages: 5
Signatures: 2
Envelope Originator:
Certificate Pages: 5
Initials: 0
Bill Maloney
AutoNav: Enabled
bmaloney@myrushdelivery.net
EnvelopeId Stamping: Enabled
IP Address: 152.193.129.100
Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Record Tracking

Status: Original
3/4/2026 8:12:13 AM
Holder: Bill Maloney
bmaloney@myrushdelivery.net
Location: DocuSign

Signer Events	Signature	Timestamp
Bill Maloney bmaloney@myrushdelivery.net Quality Manager Sir Lancellot Courier & Delivery Service Security Level: Email, Account Authentication (None)	DocuSigned by: Bill Maloney C34D253392F940F... Signature Adoption: Pre-selected Style Using IP Address: 152.193.129.100	Sent: 3/4/2026 8:14:01 AM Viewed: 3/4/2026 8:17:57 AM Signed: 3/4/2026 8:18:03 AM
Electronic Record and Signature Disclosure: Not Offered via Docusign		
Vince Lambert vlambert@myrushdelivery.net Vice President Security Level: Email, Account Authentication (None)	Signed by: Vince Lambert 213BC8E41A9D48A... Signature Adoption: Pre-selected Style Using IP Address: 152.193.129.100	Sent: 3/4/2026 8:14:01 AM Viewed: 3/4/2026 2:13:13 PM Signed: 3/4/2026 2:21:05 PM
Electronic Record and Signature Disclosure: Accepted: 3/4/2026 2:13:13 PM ID: 7bafb176-c82b-4d7a-bdf5-6727ce9a107f		

In Person Signer Events	Signature	Timestamp

Editor Delivery Events	Status	Timestamp

Agent Delivery Events	Status	Timestamp

Intermediary Delivery Events	Status	Timestamp

Certified Delivery Events	Status	Timestamp

Carbon Copy Events	Status	Timestamp

Witness Events	Signature	Timestamp

Notary Events	Signature	Timestamp

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	3/4/2026 8:14:01 AM
Certified Delivered	Security Checked	3/4/2026 2:13:13 PM
Signing Complete	Security Checked	3/4/2026 2:21:05 PM
Completed	Security Checked	3/4/2026 2:21:05 PM

Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, Amanda Demski (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a $0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact Amanda Demski:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:
To contact us by email send messages to: ademski@pdxdelivers.com

To advise Amanda Demski of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at ademski@pdxdelivers.com and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from Amanda Demski

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to ademski@pdxdelivers.com and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Amanda Demski

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;

ii. send us an email to ademski@pdxdelivers.com and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: https://support.docusign.com/guides/signer-guide-signing-system-requirements.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify Amanda Demski as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by Amanda Demski during the course of your relationship with Amanda Demski.