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**MTech Systems USA, LLC.  
Independent Service Auditor's Report SOC 3<sup>®</sup> At A Service  
Organization Relevant to Security**

**June 1, 2021 through May 31, 2022**

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**SECTION 1 – INDEPENDENT SERVICE AUDITOR’S REPORT**

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## Independent Service Auditor's Report

**To: MTech Systems USA, LLC.**

### *Scope*

We have examined MTech Systems USA, LLC.'s ('MTech Systems', 'the Company', or 'the Service Organization') accompanying assertion titled "Assertion of MTech Systems USA, LLC. Management" (assertion) that the controls within MTech Systems' Live-Animal Protein Production Enterprise Data Solution (system) were effective throughout the period June 1, 2021 through May 31, 2022, to provide reasonable assurance that MTech Systems' service commitments and system requirements were achieved based on the trust services criteria relevant to security (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria)*.

MTech Systems uses Microsoft Azure ('MS Azure' or 'the Subservice Organization') to provide Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at MTech Systems, to achieve MTech Systems' service commitments and system requirements based on the applicable trust services criteria. The description presents MTech Systems' controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of MTech Systems' controls. The description does not disclose the actual controls at the Subservice Organization. Our examination did not include the services provided by the Subservice Organization, and we have not evaluated the suitability of the design or operating effectiveness of such complementary subservice organization controls.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at MTech Systems, to achieve MTech Systems' service commitments and system requirements based on the applicable trust services criteria. The description presents MTech Systems' controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of MTech Systems' controls. Our examination did not include such complementary user entity controls and we have not evaluated the suitability of the design or operating effectiveness of such controls.

### *Service Organization's Responsibilities*

MTech Systems is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that MTech Systems' service commitments and system requirements were achieved. MTech Systems has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, MTech Systems is responsible for selecting, and identifying in its assertion, the applicable trust service criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

### *Service Auditor's Responsibilities*

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the Service Organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included:

- Obtaining an understanding of the system and the Service Organization’s service commitments and system requirements
- Assessing the risks that controls were not effective to achieve MTech Systems’ service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve MTech Systems’ service commitments and system requirements based the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary in the circumstances.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements related to the examination engagement.

*Inherent Limitations*

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the Service Organization’s service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

*Opinion*

In our opinion, management’s assertion that the controls within MTech Systems’ Live-Animal Protein Production Enterprise Data Solution were effective throughout the period June 1, 2021 through May 31, 2022, to provide reasonable assurance that MTech Systems’ service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.

AARC-360

Alpharetta, Georgia  
September 16, 2022

**SECTION 2 – ASSERTION OF MTECH SYSTEMS USA, LLC. MANAGEMENT**

## Assertion of MTech Systems USA, LLC. Management

September 16, 2022

We are responsible for designing, implementing, operating, and maintaining effective controls within MTech Systems USA, LLC.'s ('MTech Systems', 'the Company', or 'the Service Organization') Live-Animal Protein Production Enterprise Data Solution (system) throughout the period June 1, 2021 through May 31, 2022, to provide reasonable assurance that MTech Systems' service commitments and system requirements relevant to security were achieved. Our description of the boundaries of the system is presented in Section 3 and identifies the aspects of the system covered by our assertion.

MTech Systems uses Microsoft Azure ('MS Azure' or 'the Subservice Organization') to provide Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at MTech Systems, to achieve MTech Systems' service commitments and system requirements based on the applicable trust services criteria. The description presents MTech Systems' controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of MTech Systems' controls. The description does not disclose the actual controls at the Subservice Organization.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at MTech Systems, to achieve MTech Systems' service commitments and system requirements based on the applicable trust services criteria. The description presents MTech Systems' controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of MTech Systems' controls.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period June 1, 2021 through May 31, 2022, to provide reasonable assurance that MTech Systems' service commitments and system requirements were achieved based on the trust services criteria relevant to security (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria)*. MTech Systems' objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in Section 4.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period June 1, 2021 through May 31, 2022, to provide reasonable assurance that MTech Systems' service commitments and system requirements were achieved based on the applicable trust services criteria.



Chris Lee  
Director of Information Technology  
MTech Systems USA, LLC.

**SECTION 3 – MTECH SYSTEMS USA, LLC.’S DESCRIPTION OF THE BOUNDARIES OF  
ITS LIVE-ANIMAL PROTEIN PRODUCTION ENTERPRISE DATA SOLUTION**



# **MTech Systems USA, LLC.'s Description of Its Live-Animal Protein Production Enterprise Data Solution throughout the period June 1, 2021 through May 31, 2022**

## **Company Background**

Founded in 1996 and headquartered in Atlanta, GA, MTech Systems USA, LLC. ('MTech Systems' or 'MTech'), is a software company supporting the protein production industry. MTech Systems offers a full range of software solutions designed specifically for the needs of the protein production organizations to deliver supply-chain management, operational management, reporting, accounting, and forecasting applications.

## **Overview of Services Provided**

Over 100 leading companies in the animal protein production industry rely on MTech Systems to keep a comprehensive information solution to track all their operations and products.

With more than 20 years in the industry and a team of experts who understand the poultry and swine business, MTech delivers intuitive applications with the latest technologies for every aspect of their clients' businesses no matter the size or complexity of the scenarios.

MTech Systems is a leading provider of software for the Protein industry and is a trusted partner to many respected organizations throughout the world.

MTech Systems offers the following comprehensive software solutions for modern protein producers:

- Mobility
- Accounting
- Planning
- Systems Integration
- Business Intelligence
- Traceability
- Supply-chain management
- Operational management
- Data Science/ Machine Learning / Artificial Intelligence

## **Infrastructure**

MTech Systems products Amino/Protein SaaS/Proline/Sonar are cloud-based software as a service (SaaS) solutions. Cloud infrastructure is deployed on Microsoft Azure ("Azure) (utilizing both SaaS and PaaS solutions) for hosting and operating the production, staging, and development environments. MTech leverages Azure solutions to support the scalability, availability, and durability of MTech Systems' platform and services. Each boundary of the system has specific security controls applicable to it. Any infrastructure, software, people, procedures, and data that indirectly support the services provided to customers are not included within the boundaries of the system.

## **Production Environment**

With the exception of some specific Sonar data collection processes, the MTech production environment is hosted in Azure as a single-tenant model, located globally. Azure facilities comply with standards of MTech security and reliability that enable MTech to provide its services in an efficient and stable manner.

## **Network Infrastructure**

Robust network infrastructure is essential for reliable and secure real-time data communication between the MTech cloud service components. To provide sufficient capacity, the MTech network infrastructure relies on platforms provided by Azure. To ensure appropriate network security levels, MTech security standards and practices are backed by a multi-layered approach, aimed at preventing security breaches, and ensuring confidentiality and availability.

## **Security and Architecture**

MTech provides a secure, reliable, and resilient SaaS platform that has been designed based on industry best practices.

## **Software**

MTech Systems offers several applications that are developed and maintained within the secure Microsoft Azure application and are maintained by our in-house software engineering team.

MTech's full suite of solutions covers farm management and planning for the poultry, swine, duck and turkey industries. MTech's farm to fork solutions utilize the latest technology from IoT to Artificial Intelligence. The full supply chain solutions are listed below:

**Sonar:** A solution that allows producers to automate data collection using IoT/Precision Farming as well as to push the data into a centralized hub for alerts and easier analysis. With Sonar you will be proactive vs. Reactive – saving you from costly errors and you will be able to prioritize all your decisions to impact performance. The application offers a mobile and a web-based solution.

**Amino:** Amino is an easy-to-use cloud based farm management software. With Amino, producers can move beyond traditional spreadsheets to centralize all their data on one platform. The app is set up with user experience top of mind to allow producers to get insights from their data faster. Amino offers several modules based on the size of the company as well the supply chain area(s) of a producer's business. Amino is available in multiple languages and offers a mobile and a web solution.

**Axis:** Housed inside of Amino is a powerful Business Intelligence tool called Axis. This app lets users crunch thousands of data points in seconds. Axis also allows producers access to visual charts that can be adjusted according to how they want to see the data. Because it's easy to spot trends within the visual interface, Axis makes problem solving a cinch. Within the platform, producers can easily find root causes to quickly solve issues that impact the business. Axis is a web based tool.

**Proline:** Proline is a supply chain management planning platform that is powered by Artificial Intelligence. This tool takes the business benefit beyond traditional planning into an integrated business planning strategy that will impact every area of the supply chain. Users of Proline can create a virtual map of their plant and create what-if scenarios to simulate what would happen if certain decisions are made. Inside the tool, processors can get full visibility to every part of their plan and they can identify what steps to take to optimize for increased yield and profit. Proline is a web-based platform.

## **People**

MTech Systems is a global operation consisting of over 220 dedicated experts in software, analytics, food production and project management. With offices in Atlanta, GA, Queretaro, MX, and Blumenau, Brazil, and support resources spread out over the world, we are dedicated to being a very present partner to the leading food producers on every continent.

- *Corporate* – The original founding members of MTech Systems remain actively involved in day-to-day operations. This founding core focuses heavily on executive management and strategy, operations and sales with the support of the parent company, Munters AB, providing the added benefit of a large global multi-national corporation facilitating constant growth opportunity.
- *Operations* – A highly-experienced team of project managers, implementation specialists, process consultants, quality control reps, and technical support resources dedicated to help ensuring every customer obtains high levels of success with our products and services. The relationship between MTech and our client-base is focused on perpetual innovation and improvement.
- *ITS* – Experts in the highly-technical aspects of cloud-based software delivery and maintenance, our team consists of experts in infrastructure, networking, database optimization, and cyber-security. The focus of ITS is centered on ensuring the effective and secure delivery of the services is consistent and anchored too global best-practices, while providing a flexible and easy to operate environment for both customers and our resource alike.

### **Processes and Procedures**

Management has developed procedures to restrict logical access to MTech Systems. Changes to these procedures are performed annually and authorized by senior management. These procedures cover the following key security life cycle areas:

- Categorization of information
- Assessment of the business impact resulting from proposed security approaches
- Selection, documentation, and implementation of security controls
- Performance of annual management self-assessments to assess security controls
- Authorization, changes to, and termination of information system access
- Monitoring security controls
- Management of access and roles
- Maintenance and support of the security system and necessary backup and offline storage
- Incident response
- Maintenance of restricted access to system configurations, super user functionality, master passwords, powerful utilities, and security devices (for example, firewalls)

**SECTION 4 – MTECH SYSTEMS USA, LLC.'S PRINCIPAL SERVICE COMMITMENTS  
AND SYSTEM REQUIREMENTS**

## **MTech Systems USA, LLC.'s Principal Service Commitments and System Requirements**

MTech Systems designs its processes and procedures related to MTech Systems to meet its objectives for its Live-Animal Protein Production Enterprise Data Solution. Those objectives are based on the service commitments that MTech Systems makes to user entities, the laws and regulations that govern the provision of Live-Animal Protein Production Enterprise Data Solution and the financial, operational and compliance requirements that MTech Systems has established for the services. The Live-Animal Protein Production Enterprise Data Solution of MTech Systems are subject to the security requirements in accordance with client contractual obligations.

Security commitments to user entities are documented and communicated in Service Level Agreements (SLAs) and other customer agreements, as well as in the description of the service offering provided online. Security commitments are standardized and include, but are not limited to, the following:

- Security principles within the fundamental designs of the Live-Animal Protein Production Enterprise Data Solution that are designed to permit system users to access the information they need based on their role in the system while restricting them from accessing information not needed for their role
- Use of encryption technologies to protect customer data both at rest and in transit

MTech Systems establishes operational requirements that support the achievement of security commitments, relevant laws and regulations, and other system requirements. Such requirements are communicated in MTech Systems' system policies and procedures, system design documentation, and contracts with customers. Information security policies define an organization-wide approach to how systems and data are protected. These include policies around how the service is designed and developed, how the system is operated, how the internal business systems and networks are managed, and how employees are hired and trained. In addition to these policies, standard operating procedures have been documented on how to carry out specific manual and automated processes required in the operation and development of the Live-Animal Protein Production Enterprise Data Solution.

### **Complementary Subservice Organization Controls (CSOCs)**

MTech Systems utilizes a subservicing organization to perform certain key operating functions for the MTech Systems Live-Animal Protein Production Enterprise Data Solution for their Software as a Service product (SaaS). The accompanying description of controls includes only those policies, procedures, and controls at MTech Systems, and does not extend to policies, procedures, and controls at the Subservice Organization.

MTech Systems uses the following subservice organization to implement portions of its Live-Animal Protein Production Enterprise Data Solution and the following tables present the applicable Trust Services Criteria that are intended to be met by controls at each subservice provider, alone or in combination with controls at MTech Systems, and the types of controls expected to be implemented at the subservice provider to meet those criteria.

### **Subservice Organizations**

The MTech Systems Live-Animal Protein Production Enterprise Data Solution is built on top of Microsoft Azure Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) products. Microsoft Azure undergoes its own audit processes to include an annual AICPA based SOC 2 audit and is examined annually by MTech Systems. It is expected that each Subservice Organization has implemented the following types of controls to support the associated criteria.

Subservice Organization	Services Provided	Control Activity Expected to be Implemented at the Subservice Organization	Related Criteria
Microsoft Azure	Infrastructure as a Service (IaaS) / Platform as a Service (PaaS)	Azure assets are classified in accordance with Microsoft Online Services Classification Guidelines. Additionally, Medium Business Impact (MBI) data is classified into a supplemental category, MBI+CI for customer content. Azure has conducted security categorization for its information and information systems and the results are documented, reviewed, and approved by the authorizing official.	CC6.1
		Azure services maintain an inventory of key information assets. Procedures are established to review the inventory on a quarterly basis.	CC6.1
		Datacenter team controls the delivery and removal of information system components through tickets on the Global Datacenter Operations (GDCO) ticketing system. Delivery and removal of information system components are authorized by system owners. System components / assets are tracked in the GDCO ticketing database.	CC6.1, CC6.2, CC6.3
		Azure maintains a Customer Support website that describes the process for customers and other external users to inform about potential security issues and submitting complaints. Reported issues are reviewed and addressed per documented incident management procedures.	CC2.2
		Azure maintains and notifies customers of potential changes and events that may impact security or availability of the services through an online Service Dashboard. Changes to the security commitments and security obligations of Azure customers are updated on the Azure website in a timely manner.	CC2.3
		Azure has established baselines for OS deployments.	CC8.1
		A compliance program is managed with representation from various cross-functional teams to identify and manage compliance with relevant statutory, regulatory, and contractual requirements.	CC3.1
		Azure performs periodic Information Security Management System (ISMS) reviews and results are reviewed with management. This involves monitoring ongoing effectiveness and improvement of the ISMS control environment by reviewing security issues, audit results, and monitoring status, and by planning and tracking necessary corrective actions.	CC7.1, CC7.2

## Complementary User Entity Controls

Certain criteria specified in the description can be achieved only if complementary user entity controls contemplated in the design of MTech Systems' controls are suitably designed and operating effectively, along with related controls at MTech Systems. Complementary user entity controls are specific user controls or issues each MTech Systems client organization should implement or address respectively in order to achieve the applicable criteria identified in this report. These considerations are not necessarily a comprehensive list of all internal controls that should be employed by user entities, nor do they represent procedures that may be necessary in all circumstances.

1. User entities are responsible for understanding and complying with their contractual obligations to MTech Systems.
2. User entities are responsible for notifying MTech Systems of changes made to technical or administrative contact information.
3. User entities are responsible for maintaining their own system(s) of record.
4. User entities are responsible for ensuring the supervision, management, and control of the use of MTech Systems' services by their personnel.
5. User entities are responsible for developing their own disaster recovery and business continuity plans that address the inability to access or utilize MTech Systems' services.
6. User entities are responsible for ensuring that user IDs and passwords are assigned only to authorized individuals.
7. User entities are responsible for ensuring that data submitted to MTech Systems is complete, accurate, and timely.
8. Standards and processes are in place for user entities to follow for security, processing integrity, and industry guidelines.
9. User entities are responsible for performing adequate testing prior to approving changes to their environment.