

SERVICE MANAGEMENT POLICY

STATEMENT


The Organisation recognises the importance of Service Management and is committed to operating its business responsibly and in compliance with all legal requirements relating to IT managed solutions services including: data centre deployment and management, customer service desk support and maintenance, installation and deployment of Trust technology solutions, hardware management, application hosting and cyber security management to the retail, commercial and public sectors, within Europe. It is the Organisation's declared policy to operate with and to maintain good relations with all regulatory bodies.

It is the Organisation's objective to carry out all measures reasonably practicable to meet, exceed or develop all necessary or desirable requirements and to continually improve Service Management performance through the implementation of the following:

- Understanding and fulfilling the service requirements to achieve customer satisfaction
- Establishing the Policy and objectives for Service Management
- Designing and delivering services based on the Service Management System (SMS) that add value for the customer
- Monitoring, measuring and reviewing performance of the SMS and the services
- Continually improving the SMS and the services based on objective measurements.

This Policy is documented, implemented, maintained and communicated to all employees, suppliers and sub-contractors and is made available to the public.

It is reviewed at least annually in accordance with the Management Review process implemented as part of the SMS.

Date of Issue 04/16/2026	Signed  <small>Tom Stone (Apr 16, 2026 15:11:55 GMT+1)</small>
Date of Next Review: 1/4/2027	Print Name Tom Stone

Version Control

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Issue	Issue Date	Additions/Alterations	Initials
0.1	09/03/2026	Stephen Ripley	Document created
0.2	17/03/2026	Stephen Ripley	
1.0	09/04/2026	Josh Potts	V1 Review & Issue






ISO20000-1 - Service Management Policy

Final Audit Report

2026-04-16

Created:	2026-04-16
By:	Trust Systems (echosign@trustsystems.co.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAA7OMOXAFszj-HtM2Lb6J9Yxq6wkgroYE9

"ISO20000-1 - Service Management Policy" History

-  Document created by Trust Systems (echosign@trustsystems.co.uk)
2026-04-16 - 13:49:40 GMT - IP address: 195.11.142.13
-  Document emailed to Tom Stone (tom.stone@trustsystems.co.uk) for signature
2026-04-16 - 13:49:45 GMT
-  Email viewed by Tom Stone (tom.stone@trustsystems.co.uk)
2026-04-16 - 13:57:24 GMT - IP address: 85.255.232.83
-  Document e-signed by Tom Stone (tom.stone@trustsystems.co.uk)
Signature Date: 2026-04-16 - 14:11:55 GMT - Time Source: server- IP address: 92.20.92.220
-  Agreement completed.
2026-04-16 - 14:11:55 GMT