

Service Management Policy

V1.1_092026

1. Introduction

- 1.1 We acknowledge the need to deliver high-quality IT services that meet the needs and expectations of internal and external customers in accordance with ISO 20000-1.
- 1.2 We are committed to taking responsibility for our actions and encourage a positive contribution towards the quality of our services and the way we work.

2. Scope

- 2.1 This policy applies to the planning, design, transition, delivery and improvement of all IT services we provide, including those managed by third-party suppliers, within the scope of our Service Management System (SMS).

3. Responsibility

- 3.1 The Chief Legal & Sustainability Officer has overall responsibility for implementing this policy. They have a key role in ensuring the systems and controls we have in place are effective.
- 3.2 All employees have a role to play in complying with our service-related performance objectives and are encouraged to make further suggestions in relation to initiatives we could undertake. If anyone has a suggestion, they should contact the Chief Legal Officer.
- 3.3 We are fully committed to the highest possible standards of openness and accountability. In line with that commitment, in accordance with our Whistleblowing Policy, we actively encourage all staff members who have serious concerns about any real or perceived departure from the high ethical standard that we set, to voice those concerns openly. Our Whistleblowing Policy can be found on our online HR system.
- 3.4 We are committed to ensuring our policy remains effective. As part of our ongoing commitment, this policy is reviewed at least annually to verify its effective operation. Records of the reviews are maintained, and any necessary amendments are made to the policy, as appropriate.

4. Communication

- 4.1 We communicate this policy to our employees by means of our HR System and/or SharePoint. It is available externally upon request.

5. Our Conduct

- 5.1 Our customers are at the heart of everything we do. By acknowledging that our colleagues across the business are central to our success and drive our strategic direction, Senior Management are committed to continual improvement and shall consistently strive to:
 - Ensure the delivery of IT services meet agreed customer requirements and service levels.
 - Continually improve the Service Management System and IT Services.
 - Ensure compliance with applicable legal, regulatory, contractual and business requirements.
 - Support business objectives through effective service management practices.
 - Provide the necessary resources, roles and responsibilities for effective service delivery.

- Manage risks to service continuity, availability and security.
- Engage with interested parties to understand and fulfil their needs and expectations.

5.3 In addition to the framework for objectives set above, the Senior Management are also committed to:

- Providing resources to comply with ISO 20000-1 and continually improving the Service Management System (SMS).
- Monitoring service performance against defined SLAs and KPIs.
- Conducting regular internal audits, management reviews and service reviews.
- Providing training and awareness programs to relevant staff.
- Performing Management Reviews and periodically assessing the Service Management System Policy, objectives and management system to ensure their continuing suitability.
- Monitoring and measuring the effectiveness of the Service Management System (SMS) and related processes.
- Providing training for the development of our colleagues on service management awareness
- Communicating and promoting our objectives to colleagues and other stakeholders, highlighting the importance of meeting customer, statutory and regulatory requirements.

6. Responsibility

6.1 An annual review of the policy is delegated to the Chief Legal & Sustainability Officer who will:

- Ensure that it remains up to date, compliant and relevant to the needs of the organisation and its clients.
- Verify it is in effective operation across the practice.

This service management policy is communicated to all employees, and it is reviewed annually to ensure its continued suitability and effectiveness.



Gus Sargent

Director

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Next Review: 04/08/2027