**Service Management Policy Statement**

Espria is committed to delivering high-quality IT and service management solutions that meet customer requirements and business objectives. Our ISO 20000-1 compliant Service Management System (SMS) ensures efficiency, reliability, and continuous improvement in the delivery of our services.

It is our policy to:

* adhere to all applicable legal, regulatory, and contractual requirements.
* provide reliable, secure, and cost-effective services that meet or exceed customer expectations.
* ensure the services provided to our customers fulfil the agreed, applicable service requirements
* establish and review Service Management objectives and targets a minimum of annually.
* identify and mitigate risks to improve service resilience and security.
* communicate our policies and processes to our staff and ensure they are understood.
* document and implement appropriate Service Management processes and ensure they are consistently followed
* ensure all staff are aware of our customer’s requirements and that our staff are trained for the tasks assigned to them and have well-defined processes and best practices.
* we obtain feedback from our clients on every aspect of the service that we deliver.
* we treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.
* we recognise that all service users, agencies, and organisations:
  + have the right to raise concerns or complaints about our services.
  + have access to clear information on how to voice complaints and concerns.
* we deal with and investigate all complaints promptly, politely and, when appropriate, confidentially.
* build strong relationships with customers and listen to their feedback to ensure we maintain and enhance customer satisfaction.
* ensure the skills and competence requirements for the effective operation of the SMS are understood and met.
* continually improve the services we deliver and the effectiveness of our Service Management System.

To achieve this consistently and efficiently, we operate a quality system which meets the requirements of ISO20000-1.

We set and regularly review quality objectives and targets to achieve these aims.

This policy is regularly reviewed for continuing suitability.

Clinton Groome

CEO January 2025