

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 customers' 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.

Espria determines internal and external issues that are relevant to our purpose, strategic direction, and our ability to achieve the intended outcomes of our management system. As part of this evaluation, we also determine whether climate change is a relevant issue that may influence our risks, opportunities, operational performance, or strategic objectives.

Espria has identified the interested parties that are relevant to our management system and the requirements of those parties. In doing so, we recognise that relevant interested parties may have requirements related to climate change, and we take these requirements into consideration when determining our obligations and when planning, implementing, and maintaining our 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.

A handwritten signature in blue ink, appearing to read "Angelo Di Ventura".

Angelo Di Ventura
CEO

January 2026