

Apogee IT Service Management Policy Statement

This policy statement outlines Apogee's commitment to the establishment, implementation, maintenance, and continual improvement of its IT Service Management System (SMS) in accordance with ISO/IEC 20000-1:2018.

The SMS forms part of Apogee's Integrated Management System (IMS), which provides a unified governance framework across quality, service management, information security, environmental, energy, and health & safety disciplines

The ICT Helpdesk supporting the delivery of incident management, service request fulfilment, and technical support services for Managed IT Services (including End User Computing) and Managed Print environments

Leadership and Governance Commitment

Under the leadership of the Chief Operating Officer (COO), and with delegated operational oversight provided by the Customer Experience Director, Apogee is committed to ensuring that service management is effectively governed within the IMS framework.

The Executive Leadership Team is committed to:

- Establishing clear accountability for service management within the defined SMS scope
- Ensuring appropriate resources, skills, and supporting systems are in place
- Integrating service management into operational and governance processes
- Promoting a culture of service quality, accountability, and continual improvement

The COO provides executive oversight of service management activities within the IMS governance structure, with performance and risk managed through established management review and audit processes.

Operational responsibility for the effectiveness and continual improvement of the SMS is delegated to the relevant service management and technical leadership functions.

Service Management Objectives

Apogee's service management objectives within the defined SMS scope are to:

- Deliver Technical Helpdesk services in line with agreed Service Level Agreements (SLAs) and customer expectations
- Ensure consistent and controlled delivery of incident management, service requests, and technical support services
- Maintain a clear and controlled Service Catalogue for all in-scope services
- Monitor, measure, and report service performance using defined KPIs and service reporting mechanisms
- Effectively manage incidents, major incidents, changes, suppliers, and service continuity within the SMS scope
- Identify, assess, and manage risks that may impact service delivery
- Drive continual improvement through corrective actions, service reviews, and operational performance data
- Customer and Stakeholder Commitment

Apogee is committed to:

- Understanding and meeting customer requirements
- Maintaining transparent communication throughout the service lifecycle
- Managing supplier and third-party relationships to support service delivery
- Ensuring services remain aligned to contractual, regulatory, and organisational requirements

All employees, contractors, and partners involved in service delivery are expected to support these commitments and adhere to the processes defined within the SMS.

Continual Improvement and Compliance

The SMS is subject to ongoing monitoring, internal audit, and management review to ensure:

- Continued suitability, adequacy, and effectiveness
- Alignment with ISO/IEC 20000-1 requirements
- Identification of improvement opportunities

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● Implementation of corrective and preventive actions

Apogee is committed to maintaining compliance with applicable legal, regulatory, and contractual obligations and to continually improving the effectiveness of its service management practices.

Communication and Applicability

This policy statement applies to all services and activities within the defined scope of the Service Management System.

It is communicated throughout the organisation and is available to relevant interested parties upon request. All personnel involved in the delivery or support of services are expected to understand and adhere to the principles and objectives defined in this statement.

This policy has been approved & authorised by:

Name:	CHykin	Name:	S.Done
Position:	Chief Operating Officer	Position:	Customer Experience Director
Date:	Sep 22, 2026	Date:	Sep 22, 2026
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