ascom

Ascom Policy Statement on Service Management

Ascom is highly customer focused. Top management considers this attribute to be a core and fundamental responsibility for good organizational practices in marketing, sales, installation and servicing of information, communication and workflow solutions including software and hardware.

To assist in achieving this, Ascom has decided to implement, maintain and continuously improve a Service Management System according to ISO 20000-1:2018.

We are committed to:

- **Achieve the service management objectives and service requirements**. We created, implemented and maintain a service management plan supporting this commitment.

- **Comply with applicable contractual requirements**. We sign and maintain Service Level Agreements applicable to our service contracts.

- **Implement continuous improvement opportunities, including risk assessment**. Ascom conducts annual risk assessments based on a documented methodology, as well as internal audit and management review. Non-conformities are also subject of a documented process.

- **Ensure the necessary resources for service management implementation**. We established a service management team and provided the necessary resources for the SMS implementation (knowledge, documentation, equipment and applications, ticketing / customer care application etc.).

- **Ensure staff training and awareness on service management**. Our staff benefits from awareness programs and training supports which are available in our internal system.

Responsibility for sustaining and enforcing this policy belongs to the entire organization, under the guidance and support of top management, which encourages other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility. We designated a Service Management Team whose role is to coordinate the service management activities and to maintain the effectiveness of the Service Management System.

This policy statement is available to all employees and any interested parties on our public web site, as well as on request.