

CONTROL DOCUMENT Version: 1.3

SERVICE MANAGEMENT POLICY STATEMENT

Sterling Bank Limited is a commercial and retail banking organization within the Federal Republic of Nigeria. Sterling Bank has put in place a Service Management System to ensure a framework to structure IT-related activities and the interactions of IT technical personnel with customers and clients. The scope of the Service Management System is the Sterling Bank Limited Head Office, located at 20 Marina, Lagos.

“Sterling Bank Limited is committed to co-creating value for her customers (internal and external) and other interested parties and shall maintain its Service Management System in accordance with the requirements of ISO 20000-1:2018 international standard.”

This is achieved by:

- Ensuring that this Service Management policy is in accordance with the requirements of ISO 20000:1 international standard, needs and expectations of interested parties, legal, regulatory, and statutory requirements.
- Establishing, implementing, and maintaining a service management system (SMS), including service management objectives, as well as continually improving the effectiveness of its SMS.
- Designating the Head, IT Service Management as the Management Representative for Service Management efforts in the Bank. The role is responsible and accountable for establishing, maintaining, and disseminating the Bank's service management policy to the rest of IT, the Bank, and other interested parties (stakeholders).
- Ensuring that interested parties are made aware of the Bank's Service Management Policy using the SMS Communication and Awareness Plans.
- Ensuring that the Bank's Service Management Policy (or relevant aspects of the document) is made available to interested parties.
- Establishing Service management objectives in support of the service management policy and it is based on the standard ISO 20000-1:2018.
- Creating a Service management plan that includes activities required to meet the bank's service management policy and its service management objectives.
- Auditing the bank's service management system including adherence to its service management policy
- Ensuring all staff of Sterling Bank (and interested parties) adhere strictly to the Bank's Service Management Policy.
- Reviewing the service management policy at least annually and/or after a major change to the SMS, thus promoting service delivery of the bank's service management system and its policy.