Trismart International Trading Corp - Service Management Policy

Trismart provides Integrated IT Solutions through a broad portfolio providing solutions in the field of IT infrastructure, security systems and customer journey management.

Based on this, Trismart has designed, implemented, operates, monitors

and improves a Service Management System (SMS) in accordance to ISO 20000-1:2018 requirements.

scope of the SMS is: Provision of IT Infrastructure and Security solutions services and systems

Trismart's Management wants to make known, through this document, to its employees, customers, suppliers and other interested parties its belief that IT Infrastructure and Security solutions services and systems is a key factor for the correct development of the organization.

Therefor the management of Trismart group is committed to:

- Management of IT Services, in accordance with the International Standard ISO/IEC 20000:2018, through the responsibility and participation of all company members involved within the specified Scope.

- Effective assignment of roles and responsibilities in IT Infrastructure and Security solutions services and systems.

- Continually monitor the effectiveness of the Service Management System through Periodic audits to determine the degree of compliance with the ISO/IEC 20000:2018 standard.

- Set, review and revise if needed quality and service management objectives
- Meet the customer needs & requirements to achieve their satisfaction through maximum quality of services within the scope
- Ensure the availability and continuity of the services in accordance with the requirements of the customers reflected in the respective SLA's.
- Analyze the risks of loss of service and plan for their restoration
- Ensure that the company's commitments to customers are met in relation to the availability of the service

- To manage our resources properly, both human (specialized personnel) and material (economic and financial), in order to optimize results.

- Awareness and motivation of **Trismart's** staff on the importance of the implementation and development of an IT Infrastructure and Security solutions services and systems.

- Take all necessary measures to control the service management risks
- Our strengths are the highly qualified and committed personnel, our relationship with the well-known suppliers we have carefully selected and represent, and our continuous contact with customers and the market

This Policy is documented, implemented, maintained and communicated to all employees, suppliers and subcontractors and is made available to the public. It is reviewed at least annually in accordance with the Management Review process implemented as part of our SMS.

General Manager

Emad Haj Deeb

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TRISMART
GROUP