



KONICA MINOLTA

SERVICE MANAGEMENT POLICY

Konica Minolta recognises the importance of service management and is committed to operating an effective Service Management System to ensure that it operates responsibly as a business and in compliance with all legal and regulatory requirements in relation to the Service Delivery for Business Solutions. To accomplish this we will operate our Service Management System in accordance with the requirements of ISO 20000-1:2018.

To support this commitment, we have identified key Service Management principles, which are to:

- ▀ Understand and fulfil the service requirements to achieve customer satisfaction.
- ▀ Design and deliver services that add value for the customer.
- ▀ Monitor, measure and review the performance of the SMS and associated services.
- ▀ Continually improve the SMS and the associated services based on objective measurements.
- ▀ Continuously improve Service Delivery by measuring and assessing the associated risks and applying effective measures to mitigate those risks.
- ▀ Promote remote support to improve the efficiency and the reduce the environmental impact of the services.

To ensure these key principles are met, we are setting annual objectives which are monitored and reviewed regularly.

This Policy covers Konica Minolta Business Solutions (UK) Ltd, including all branch offices and includes all Colleagues, visitors, suppliers and contractors whether they are directly related to business activities, products or services.

Compliance with the Service Management Policy is mandatory. All Managers are directly responsible for implementing this policy and ensuring colleagues' compliance within their functions.

DocuSigned by:

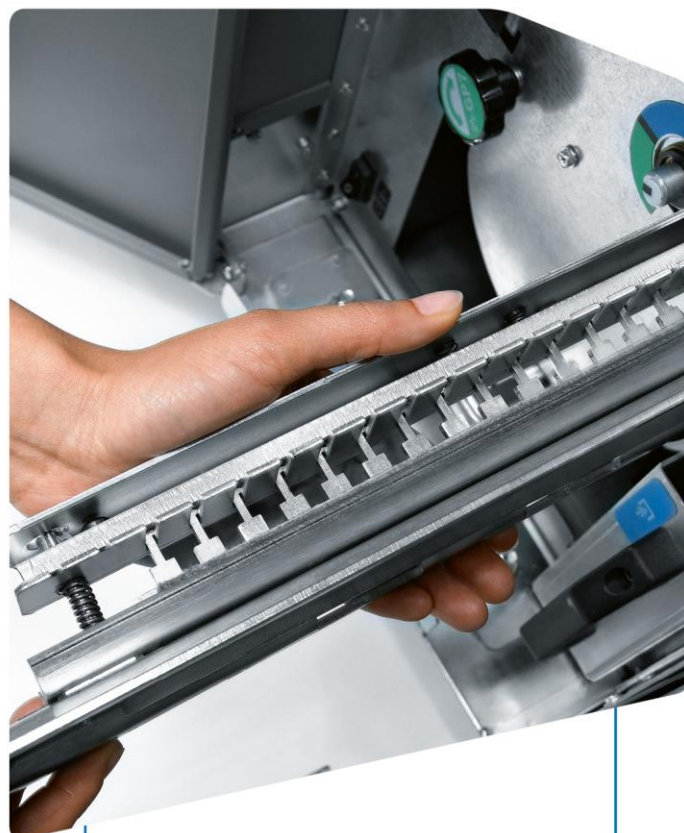
Rob Ferris

A1D68DCF2CF74E8...

Rob Ferris

CEO

Konica Minolta Business Solutions (UK) Ltd



OPTIMISED END-TO-END
PRINT SOLUTIONS

Giving Shape to Ideas