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## **CRDB Bank Service Management Policy Statement**

CRDB Bank is a financial institution, incorporated in the United Republic of Tanzania that is customer-needs driven and committed to providing exceptional services with the aim of continually exceeding the expectations of our customers and other stakeholders.

The existence of this Policy Statement demonstrates CRDB Bank PLC's top Management's commitment to the following:

- Providing appropriate Information & Communication Technology infrastructure that ensures continuous availability and reliability of banking services.
- Ensuring that all processes, policies and services delivered under Information & Communication Technology are aligned with legal, regulatory, contractual and statutory requirements falling under the United Republic of Tanzania
- All service requirements are recorded and fulfilled in a timely manner.
- The continuous improvement of the Service Management System (SMS) through performance evaluation, monitoring, measuring and auditing for compliance to the requirements of the ISO/IEC 20000-1:2018 Standard.
- All policies, guidelines, processes and procedures as part of ISO/IEC 20000-1:2018 are reviewed on an ongoing basis through monitoring, measuring and reporting of activities.
- Review our Information & Communication Technology systems continuously to ensure they are fit for purpose.
- Trainings and awareness measures will be provided to staff involved in service management system activities so they are able to perform their roles effectively and efficiently.

A current version of this statement is available to all members of staff. An extract of this statement can be made available to other interested parties upon request.

Based on the Bank and ICT strategy framework, CRDB Bank PLC will set, monitor and review measurable Service Management objectives for the maintenance and improvement of its Service Management System and enhance customer and user satisfaction with Information & Communication Technology services.

The ultimate forum for this will be the management review.

**Approved by:**



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**/ Managing Director**