



Service Management Policy

TGS

[Categoría]

SIGNATURE CONTROL

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1. Objective

Telefónica Global Solutions (TGS S.L.U.) considers its business, customers, and services as assets of fundamental importance for its daily operations. In this line, Telefónica Global Solutions (TGS S.L.U.) considers key the establishment of an effective Service Management System based on the international standard UNE-ISO 20000.

This document describes the Service Management policy of Telefonica Business Solutions (TGS S.L.U.), as well as the establishment therein of the guidelines to ensure adequate management of the contracted service, providing value to customers.

2. Scope

This policy is applicable to all those employees, collaborators, customers, suppliers and other interested parties who directly or indirectly affect or are involved in the delivery and operation of products and/or services of the Organization to its customers.

The requirements specified in this document must be interpreted at all times, aligned with the applicable laws and regulations in force, so that in case of discrepancy the legislative norms will prevail, and this policy will be adapted to the requirements according to those regulations.

3. SPECIFICATIONS

3.1 General principles

This Service Management policy is composed of a set of principles based on the detected business needs and the risks associated with the provision and operations of services within the scope. These principles are the following:

- Telefónica Global Solutions is committed to ensuring an adequate management of the quality of the services delivered to customers.
- Telefónica Global Solutions ensures the alignment of this Service Management policy with the Quality and Information Security policies of the Company.
- Telefónica Global Solutions, to promote active participation in the planning, coordination, implementation, development, review, and continuous improvement of TGS services, has the necessary roles in the different areas within the organization.
- Telefónica Global Solutions assigns functions, responsibilities, and resources, which guarantee the quality of the services provided to clients.
- Telefónica Global Solutions is responsible for the management of those risks considered as determinants for the management of the services.
- Telefónica Global Solutions is committed to reducing the risks associated with the provision of services, protecting the infrastructure that supports the services and the information managed by it, against any undue, accidental or deliberate treatment of internal or external origin, preventing possible incidents security and reducing the potential impact of these.

- Telefónica Global Solutions is committed to ensuring compliance with the levels of services agreed between Business Solutions and its customers for the services within the scope, as well as managing possible incidents, requests and problems.
- Telefónica Global Solutions defines a system to detect, analyze, report and correct possible deficiencies or breaches in the service level agreements committed with their customers.
- Telefónica Global Solutions is committed to managing customer satisfaction and their expectations regarding the service contracted.
- Telefónica Global Solutions ensures compliance with business, legal, regulatory, and other applicable requirements.
- Telefónica Global Solutions analyzes the evolution of market technologies and customer needs to identify opportunities.
- Telefónica Global Solutions enhance communication between the personnel that participate in the provision of the services and the clients and users of said services.
- Telefónica Global Solutions is committed to increasing the efficiency of the delivery and support processes for the improvement of services currently under development.
- Telefónica Global Solutions carries out actions of awareness, training and motivation of the staff, about the importance of the development and implementation of a Service Management System and about its implication in the fulfillment client's expectations.

3.2 Service management objectives

In support of the services provided, the Service Management System establishes objectives that support and add value both to the services provided in the organization and to the critical processes integrated in them, being reviewed periodically to ensure their adequacy and updating. the organizational changes

3.3 Organization and responsibilities

This policy is reviewed jointly with the rest of the Organization's policies at the times commonly planned, whenever there are relevant changes, to ensure that it fits the Company's strategy.

3.4 Legal compliance

Por la naturaleza y objeto del negocio de Telefónica Global Solutions se debe observar el cumplimiento de normas de rango superior (leyes, normas y disposiciones legales) que tienen preferencia, cuando ello aplique, sobre las directrices de esta Política de Gestión de Servicios.

3.5 Training and awareness

Telefónica Global Solutions ensures that all people involved in the management of services know this policy, the objectives set and the support processes, through its publication and the establishment of

training and awareness actions. The top management also ensures that the documentation is available to those involved in the appropriate environments.

3.6 Communication

Telefónica Global Solutions makes available to all parties that may be interested in the Service Management Policy through the communication channels of the company.

3.7 Audit

The Services Management System, in whole or in part, is periodically subjected to internal and external audits in order to verify the correct functioning of the implementation plans, determining compliance levels and recommending corrective measures, thus achieving continuous improvement.

3.8 Continuous improvement

As a result of a continuous effort to improve the products and services for its customers, Telefónica Global Solutions always seeks to apply changes throughout the life of the services, evaluating and improving the effectiveness, efficiency and flexibility of the services provided.


3.9 Validity

This policy comes into force from the day of its publication. Likewise, it is reviewed at least once a year.


3.10 Document confidentiality

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