

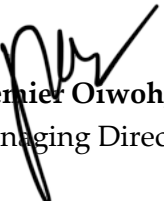


ISO 20000 – IT SERVICE MANAGEMENT SYSTEM (SMS) POLICY STATEMENT

NIGERIA INTERBANK SETTLEMENT SYSTEMS (NIBSS) operates and maintains an IT Service Management System (SMS) that is committed to achieving a high level of customer satisfaction at all times, and to provide high quality services that meet and exceed the expectation of our customers and interested parties in compliance with the ISO 20000:2018 international standard.

The management of **NIBSS** is committed to ensuring that:

- Applicable statutory, regulatory and best practice requirements are met.
- SMS and related documents (policies, plans, procedures) are developed, integrated and promoted into the organization environment and culture.
- Customer satisfaction is prioritized by understanding their needs and expectations, and consistently delivering services that meet or exceed these requirements.
- Continuous feedback from customers is valued and utilized to enhance our services and processes.
- We invest in the competence and training of our employees to ensure they have the necessary skills and knowledge to deliver high-quality services, and employees are informed about relevant standards, best practices, and technological advancements in service management.
- Resources necessary for the effective implementation and maintenance of the system are allocated appropriately, and support for continuous improvement initiatives is provided.
- Performance metrics and key performance indicators are monitored and reported regularly to ensure accountability and drive improvement.
- We foster open communication channels internally and externally to ensure all stakeholders are informed and involved.
- We proactively identify and assess risks to our service delivery processes and implement appropriate controls to mitigate these risks.
- Contingency plans are developed and maintained to ensure business continuity in the event of service disruptions or emergencies.
- Leadership at all levels of the organization demonstrates a strong commitment to the ISO 20000 Service Management System and its objectives.
- We are committed to a culture of continuous improvement, where all employees are encouraged to identify opportunities for enhancing service quality, efficiency, and customer satisfaction.


Premier Oiwoh,
Managing Director/CEO