

1. CUSTOMER CODE OF CONDUCT & COMPLAINTS HANDLING POLICY

EJADAH provides essential services to customers in the UAE. Ejadah is committed to excellence in quality and exceeding customer expectations. Customer satisfaction is our goal, and at the heart of everything we do. The Top Management of the organization believes that a comprehensive customer-focused Complaints-Handling management system is essential to achieve and exceed customer expectations, and we fully endorse the Complaints-Handling Policy.

Ejadah Customer Promise: We are committed to delivering professional, respectful, fair and transparent service, responding promptly, protecting customer information, keeping customers informed and using feedback to continually improve customer experience.

- i. Top Management will demonstrate leadership and commitment and accept responsibility for establishing, implementing, integrating, reviewing and maintaining the effectiveness of the Customer Complaints Handling Policy and Framework in alignment with the Quality Management System.
- ii. We have established a customer-focused complaints-handling management system that provides a framework for measuring and improving our performance. Detailed procedures have been established to guide our customer support personnel in resolving complaints consistently, efficiently and effectively.
- iii. We will comply with all applicable legislative, regulatory and organisational requirements and continually improve the services and processes we manage and deliver.
- iv. We are committed to providing services that meet and, wherever possible, exceed our customers' expectations. We value customer feedback, analyse complaints, identify trends and continually enhance our services and processes to improve the overall customer experience. We will listen to our customers, understand their concerns and work diligently to provide appropriate solutions.
- v. We are committed to acknowledging customer complaints promptly and working diligently to resolve them within a reasonable timeframe.
- vi. The Complaints Handling Policy is transparent and accessible and will be made available to relevant interested parties. We are committed to continually improving our complaints-handling process.
- vii. Through appropriate direction and support, every employee will understand the importance of the complaints-handling function, their responsibility for contributing to its effectiveness and its relevance to the organisation's success.
- viii. Every employee is responsible for supporting the established complaint-resolution process. Relevant employees will receive appropriate training to enhance their competence and enable them to perform their duties promptly, professionally and effectively.
- ix. We will establish, monitor, evaluate and improve our operational performance by setting SMART complaints-handling objectives and targets. These objectives will address the risks and opportunities identified by the management team.
- x. We are committed to customer satisfaction and the continual improvement of our complaints-handling process, ensuring that every complaint is handled objectively, fairly and impartially.
- xi. We are committed to protecting information received from customers and maintaining its confidentiality. We will ensure the integrity, validity and accuracy of the information we communicate.
- xii. We encourage customers to understand their rights and our commitments to them. Providing customers with easy access to clear points of contact through which they can lodge a complaint is a fundamental element of our Complaints Handling Policy.
- xiii. This policy is aligned with ISO 9001:2015, ISO 10001:2018 and ISO 10002:2018 and will be reviewed periodically to ensure its continued effectiveness and relevance.
- xiv. Compliance with this policy is mandatory for all Ejadah employees.

2. LODGMENT OF COMPLAINTS

We highly value your feedback and are dedicated to facilitating a smooth process for addressing your concerns. Customer feedback or complaints can be easily submitted through our official website or by utilizing any of the following communication channels:

- Phone: Reach out to us at 800 5465 and 800247 (Shabaka)
- Email: Drop us a message at assist@ejadah.ae and assist@shabaka.ae

Upon receipt, complaints will be promptly acknowledged, and customers will be furnished with a unique reference number. This reference number serves as a tool for tracking the progress of your complaint, ensuring transparency, and keeping you informed at every step of the resolution process.

If you are not satisfied with the response to your complaint, or if the matter requires further review, please email appellate@ejadah.ae and include your complaint reference number in the subject line.

Customer satisfaction is our utmost priority, and we sincerely appreciate our customers' active involvement in assisting us with the ongoing improvement of our services.

Alex Davies
CEO

Idama Facilities Management Solutions | Arkan Security Management Solutions | Shabaka Community Concierge Solutions