

Customer Service Policy

Jodoa Properties Nigeria Ltd. (hereinafter referred to as “Jodoa”) purpose is to improve people’s lives. This Customer Service Policy (“Policy”) is a declaration of the Jodoa Board’s intent in relation to achieving a positive impact on society. We focus on the needs of our clients and their customers (the people, businesses, and organisations that interact with them, use their goods and services, or make up our local communities), ensuring we operate responsibly, promote best practices, and deliver innovative sustainable solutions.

Throughout all contact with staff and customers and the communities (“Customers”), we aim to meet their needs through professional, courteous, and efficient service. Jodoa will:

- Never compromise on safety for our people and the public.
- Ensure all staff and customers are treated and valued equally and there is no disadvantage or discrimination experienced because of our work.
- Communicate openly and engage with staff and customers to listen to their views on matters relating to Jodoa and/or our operations.
- Always be clear on how long it will take to achieve the expected results and ensure we do what we say we are going to do.
- Where we cannot meet a promise or commitment, we will update the appropriate people promptly, explaining the change and set new deadlines.
- Respond promptly to all enquiries and endeavour to resolve them within a reasonable period.
- Consult with customers about their service needs to help develop sustainable solutions that enhance their customer experience.
- Protect personal data. Jodoa ensures that it is abiding by the provisions of the NIGERIAN DATA PROTECTION ACT 2023 on the protection of personal data. Our privacy policy describes why and how we collect and use personal data for the purposes stated in the policy or stated and recorded at point of contact.
- Adhere to staff and customers’ information security standards, including data handling, staff clearances, and protocols to the necessary classification level requirements.

To provide the best customer experience, Jodoa will ensure:

- Service levels are monitored and reviewed to achieve quality customer service, including accounting for any specific requirements and standards for discrete industries such as aviation, defence, highways, rail, energy, and water.
- All employees are engaged, consulted, and trained to deliver excellent service.

Operating in an open and honest way is a part of the Jodoa culture and is one of our core values. It is the responsibility of all our employees, suppliers, and joint venture partners to adhere to this policy and live our values.

This Policy covers all Jodoa activities and will be reviewed to ensure its effectiveness and continual improvement.