

CUSTOMER SERVICE POLICY

Jodoa Properties L.L.C (hereinafter referred to as “Jodoa”) purpose is to improve people’s lives. This 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 practice and deliver innovative sustainable solutions. Throughout all contact with customers, we aim to meet their needs through professional, courteous and efficient service, Jodoa will:

- Never compromises on safety for Jodoa’s employees, its customers and the general public.
- Ensure all customers are treated and valued equally and there is no disadvantage or discrimination experienced as a result of our work.
- Communicate openly and engage with customers to listen to their views on matters relating to Jodoa and our operations.
- Always be clear on how long it will take to achieve the expected outcomes and ensure we do what we say we are going to do.
- Where we cannot meet a promise or commitment, update the appropriate people promptly, explaining the change.
- 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 its customer experience.
- Protect personal data. Jodoa ensures that it is abiding by the provisions of the Federal Decree Law No.45 of 2021 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 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 for customer service 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 annually to ensure its effectiveness and continual improvement.

Customer Data Protection and GDPR Compliance

Jodoa is committed to protecting the personal data of its customers in accordance with applicable data protection laws, including the General Data Protection Regulation (EU) 2016/679 ("GDPR") where relevant. This includes:

- Collecting and processing customer data lawfully, fairly, and transparently.
- Clearly informing customers of the purpose and legal basis for data collection.
- Ensuring that personal data is only used for the purposes stated at the point of contact or in our privacy policy.
- Providing customers with access to their data and respecting their rights to rectification, erasure, restriction, and objection.
- Implementing appropriate technical and organizational measures to safeguard customer data.
- Ensuring that any third-party service providers handling customer data on behalf of Jodoa are contractually bound to GDPR-compliant standards.