

CLIENT SERVICE CHARTER

TABLE OF CONTENTS

- 1. INTRODUCTION**
- 2. SCOPE AND OBJECTIVES**
 - 2.1 SCOPE**
 - 2.2 OBJECTIVES**
- 3. DEFINITIONS**
- 4. OUR VISION, MISSION, AND CLIENTS**
 - 4.1 OUR VISION**
 - 4.2 OUR MISSION**
 - 4.3 OUR CLIENTS**
- 5. WHAT IS THIS CHARTER FOR?**
- 6. WHAT WE STRIVE TO ACHIVE?**
- 7. WHAT WE DO?**
- 8. WHAT YOU CAN EXPECT FROM US.**
- 9. HOW YOU CAN HELP US HELP YOU.**
- 10. MONITORING AND REVIEWING THE CHARTER**
- 11. OUR SERVICE DELIVERY STANDARDS**
- 12. OUR CONTACT INFORMATION.**

1. INTRODUCTION

As a part of its continual effort to improve the provided services to its clients with consistent and high quality, and to maintain the leadership by providing locally and internationally distinguished projects and services, Dubai Airport Freezone has launched the Client Service Charter, to enhance the importance of providing improved and monitored level of services.

To achieve that, this Charter has been developed, and is being managed according to the guidelines provided by ISO 10001:2007, and according to the best international practices in this fields, taking into consideration the feedback provided by the top management, the employees, the clients, and the partners through the process of designing, reviewing, evaluating, and amending the charter, in such a way to enhance the process of continual improvement of the charter according to the clients' needs, which will lead to the improvement of the provided services.

2. SCOPE AND OBJECTIVES

2.1 Scope

2.1.1 This Charter aims to set service quality standards to the services provided by Dubai Airport Freezone including all the enquiries and complaints related to these services.

2.1.2 This charter also sets service time delivery standards for selected main services aiming at extending it gradually to include all the main services provided by Dubai Airport Freezone.

2.1.3 This Charter has been developed, and is being managed according to the guidelines provided by ISO 10001:2007 (Quality Management-Customer Satisfaction-Guidelines for Codes of Conduct for Organizations).

2.1.4 Complaints regarding these services or regarding the charter itself will be handled according to the complaints management system conformed to the ISO 10002:2004 (Quality Management-Customer Satisfaction-Guidelines for Complaints Handling in Organizations).

2.1.5 This charter excludes complaints and disputes subject to legal action.

Limitations on the promises included in this charter include the case of designated unusual circumstances (i.e: the war and act of war, environmental crisis, uncontrolled breakdown, permits required by other parties).

2.2 Objectives

The objectives of this Code are:

- To enhance fair trade practices and clients confidence in Dubai Airport Freezone.
- To improve client understanding of what to expect from Dubai Airport Freezone in terms of its services and relations with clients, thereby reducing the likelihood of misunderstandings and complaints.
- To recognize, promote, and protect Clients' rights.
- To provide clients with an understanding of Dubai Airport Freezone service standards.

- To inform clients of Dubai Airport Freezone with complaint channels when any dissatisfaction has occurred against the agreed service standards or the charter itself.
- To ensure clients are aware of how a complaint or an enquiry can be made, and in what format they can expect to receive a response.
- To clarify the expected requirements provided by the clients to help provide better services to them.
- To continually improve Dubai Airport Freezone services, systems and staff skills to achieve high level services.

3. DEFINITIONS

For the purpose of this charter, the following acronyms may apply:

Charter / Client Satisfaction Code of Conduct

Promises, made to clients by Dubai Airport Freezone concerning its behavior that are aimed at enhancing Customer Satisfaction and related provisions. **Note:** the term Charter (or Client Service Charter) and Code (or Client Satisfaction Code of Conduct) will be used to relate to each other simultaneously.

Service Quality Standards

Promises, made to clients by Dubai Airport Freezone concerning its behavior which are expressed qualitatively.

Service Time Delivery Standards

Promises, made to clients by Dubai Airport Freezone concerning its behavior which are expressed quantitatively.

Working Days

The days of the week extended from Sunday to Thursday and that are not announced by the government of Dubai as official holidays.

The Clients

Any individual or organization that contact or deal directly with Dubai Airport Freezone to receive one of its services. This includes the Tenants, DAFZ Staff and general Public who receive service from Dubai Airport Freezone.

Complaint

A verbal or written expression submitted to the department by one of its clients expressing his dissatisfaction about the processes or the procedures followed to get the intended service or the way that it has been provided.

Enquiry

A verbal or written expression submitted to the department by one of its clients expressing his desire / or need to get or clarify information about the department's processes or the procedures to facilitate his dealing with the department procedures.

4. OUR VISION, MISSION, AND CLIENTS

Our Vision

The region's ultimate free zone destination.

Our Mission

Adding value to UAE economy by providing integrated business solutions, to attract regional and international investors looking for a unique business platform, through service excellence in a customer centric business environment, by dedicated competent and loyal people.

Our Clients

- Our Licensed Tenants
- DAFZ Staff using our systems

5. WHAT IS THIS CHARTER FOR?

We are strongly committed to improving the quality of service we provide to you, our clients. As such, we are pleased to present our Client Service Charter to allow open and transparent approach.

Our Charter lets you know what you can expect in your dealings with us or when you contact with us, including our service standards and outlines on how you can help us continue to meet your expectations in our delivery of service standards.

6. WHAT WE STRIVE TO ACHIVE?

We aim to be professional, accountable and transparent in all dealings with clients.

7. WHAT WE DO?

- Dubai Airport Freezone, is the region's leading free zone with emphasis on service, facilities and incentives that has attracted over 1,450 companies.
- We at Dubai Airport Freezone aims to make the process as easy as possible.
- We are prepared to go the extra mile to help your business become the success you want it to be by swiftly dealing as a one-stop-shop with your office space requirements, registration, licensing, visa processing and an array of further operational and administrative services.
- As a result, you can be rest assured that setting up your business at Dubai Airport Freezone will take you less than 4 weeks.

8. WHAT YOU CAN EXPECT FROM US

- We deal with you in a friendly, courteous and professional way.
- We are honest, fair, equitable and unbiased in our service.
- We ensure availability and suitability of the environment and facilities required to enhance the high level of provided services.
- We enhance the accuracy and the quality of the provided services.
- We ensure the continual improvement for our services and processes according to your needs.
- We save your time, and make continual effort to improve the service-lead time.

- We Provide services according to approved procedures and commitments.
- We focus on our clients' needs in everything we do.
- We build positive relationships.
- We treat your information confidentially.
- We respond to your enquiries and complaints in an accurate and timely manner.
- We respect and listen to each other.
- We ensure your views and suggestions will be considered to develop our services.
- We are committed to rectifying your problems.
- We give you the right to access services, facilities, and information in a manner which meets your needs.

9. HOW YOU CAN HELP US HELP YOU

- Treat our employees with courtesy.
- Be honest with us.
- Quote your reference number, if you have been given one, when contacting us.
- Update your contact details whenever there are changes to maintain accurate records.
- When required, provide all information within the specified times.
- Provide your feedback both positive and negative to improve our service through complaints, compliments and suggestions.
- Attend scheduled meetings punctually, especially those related to your feedback.
- Abide by any legal requirements and other obligations you are to meet to be eligible for sought services.

10. MONITORING AND REVIEWING THE CHARTER

To ensure this charter remains relevant, up-to-date and reflects your expectations, we welcome your feedback via any of our contact information at the end of this charter.

We have developed a procedure to continually monitor the application of the commitments made in this charter.

11. OUR SERVICE DELIVERY STANDARDS

If you visit us, we will:

- Be friendly, courteous, and professional at all times.
- Provide you with information and directions.
- Provide knowledgeable staff to assist you.
- Be available between 07:30 a.m. and 2:30 p.m. each working day (Sunday – Thursday).

If you write, fax or email us, we will:

- Aim to acknowledge your communication and reply to you according to our service standards provided in this Charter.

If you call us, we will:

- Be available between 07:30 a.m. and 07:00 p.m. each working day (Sunday – Thursday)
- Welcome your call and always identify ourselves by department name.
- Strive to resolve your query by the end of the call. If your call enquiry is more complex, we will provide you an interim response and advise you as to when a final response can be expected.

If you visit our website, we will:

- Ensure to provide all information related the freezone and our procedures available.
- Receive your complaints, enquiries, and compliments through our website <http://www.dafz.ae>
- Provide email or other electronic contact details for you to contact us

Dealing With Enquiries and Compliments

- You can lodge your enquiry or compliment through our online helpdesk provided on our website, fax or by contacting our call center.
- We aim to acknowledge your written communication within one working day and to respond within two working days of receipt of correspondence for the enquiry.
- If we cannot fully provide an answer to your query within that specified time, we will provide you an interim response and advise you as to when a final response can be expected.

Dealing With Complaints and Grievances

- If you are unhappy with the service you have received or if you feel that we have not met the standards in this charter, then:
- You can lodge your complaint through our website, www.dafz.ae, fax, phone, Clients Feedback Boxes, or by contacting our Call Center.
- We will respond promptly and seriously to all complaints received. We are committed to rectifying problems.
- We aim to acknowledge your communication within one working day.
- We aim to investigate your complaint, provide you with the proposed action to solve it, and seek your feedback about the proposed action within seven working days of receiving your complaint.
- If we cannot fully provide an answer to your complaint within that specified time, we will provide you an interim response and advise you as to when a final response can be expected.
- We aim to follow up with you on the executed actions, make sure it has been executed within the specified period, and seeking feedback about the final result.
- If you are not satisfied with the proposed action, we will provide you with the right to raise a grievance to the Director general's office.
- We aim to investigate your grievance, and reply to you with the investigation result within six working days of receiving your grievance.

Dubai Airport Freezone is committed to client service and its value feedback from you, including your views on how to improve this Charter.

Dubai Airport Freezone will continuously monitor your satisfaction about its services, including complaints handling system, and will investigate how to improve these services.

We would like to hear from you if you are happy with services because this allows us to recognize and reward excellent staff members.

12. OUR CONTACT INFORMATION

It is important that you provide feedback so that we can improve our services

Website: www.dafz.ae

Email: ict@dafz.ae

Call: 04-202 7007

Fax: 00971 4 2027480

Postal Address: ICT Department

Dubai Airport Freezone,

PO Box 491

Dubai, United Arab Emirates

Our Location: Dubai Airport Freezone Headquarters
Building

Al Quds Street, Dubai

Nearest Landmark: Airport Terminal 2