

## INFOTECH SERVICE FZ-LLC Customer Experience Policy

### 1. Purpose & Scope of Application

- The policy aims to outline how INFOTECH SERVICE FZ-LLC assesses and improves its customer experience. It aligns with the company's core values: **Trusted, Responsible, Ambitious & Humble, Open & Inclusive.**
- This policy applies to all INFOTECH SERVICE FZ-LLC operational entities and subsidiaries globally.

### 2. Customer Satisfaction Approach

- Customer satisfaction is a priority, regardless of client size, location, or activity.
- Customer satisfaction is monitored as one of the key performance indicators of the company's quality management system.

### 3. Benefits of the Policy

- **Direct Benefits:** Enhances customer loyalty, identifies satisfaction criteria, and anticipates innovative service solutions.
- **Indirect Benefits:** Supports business development, sales efforts, and helps identify areas for organizational change.

### 4. Compliance Requirements

- Compliance with this policy is mandatory for all Business Units and support functions.
- Policy adherence is reviewed through internal and external audits and assessments within 12 months of initial issuance or acquisition.

### 5. Process Steps

- **Survey Coverage:** Customer experience surveys must be conducted at least once a year for all clients, ensuring 30% of clients are surveyed each year. The survey must include key questions on satisfaction and loyalty using the Net Promoter Score (NPS) tool.
- **Survey Scope:** Each region or business line designs its customer experience survey template, ensuring it is aligned with the services provided.
- **Satisfaction & Loyalty Questions:**
  - **Satisfaction:** "What is your personal global level of satisfaction?" (Rated from 0 to 10)
  - **Loyalty:** "Would you recommend INFOTECH SERVICE FZ-LLC?" (Rated from 0 to 10)

### 6. Reporting & Tools

- Surveys should be managed locally, with the results reported quarterly to the Group QHSSE department.

- Tools like Qualtrics can be used to capture and analyze customer feedback.

### **7. Results & Follow-up**

- Data from the surveys are analyzed to identify customer satisfaction levels and necessary improvements.
- Action plans are developed to address any dissatisfaction and improve future experiences.

### **8. Review and Control Process**

- The policy and its supporting documents are reviewed annually or upon significant changes.
- QHSSE managers are responsible for integrating the policy into the company's management systems.

### **9. Compliance with ISO Standards**

- The policy complies with several ISO standards, including ISO 9001:2015 (Customer Focus), ISO 17020:2012, ISO 17021:2015, and ISO 17025:2017.

This policy underlines INFOTECH SERVICE FZ-LLC's commitment to continuously improving customer satisfaction by regularly assessing their experiences and making data-driven adjustments to enhance loyalty and service delivery.