

Customer Service Charter

Logic Utilities

District Cooling Services LLC



In accordance with the REGULATORY AND SUPERVISORY BUREAU FOR THE ELECTRICITY AND WATER SECTOR and the REGULATIONS FOR DISTRICT COOLING PURSUANT TO EXECUTIVE COUNCIL RESOLUTION (6) OF 2021

INTRODUCTION

This service charter is a public commitment by Logic Utilities District Cooling Services LLC to deliver high quality services to our customers and stakeholders. This service charter sets out to define and enlighten our stakeholders on who we are, our mandate, our core functions and the service standards you can expect when you deal with us.

This charter describes the standard of service that customers can expect from Logic Utilities and members of its staff. It is based on activities, policies, set standards and guidelines already in place within the organization. It also aims at providing customers with a clear description of roles and responsibilities as they apply to customer service activities and sets out some baseline service targets for the Institution.

This charter will be amended and reviewed regularly taking into account our stakeholders suggestions and findings on surveys and new changes within the organization and operating environment. Continuous assessment and monitoring of our performance will be carried out and reported in our web site.

OUR COMMITMENTS

We commit ourselves to:

- a. Increase awareness in accordance with the LU's strategic plan;
- b. Create meaningful win-win partnerships with our stakeholders and customers;
- c. Ensure quality and timely service delivery to our customers / suppliers / clients;
- d. Understand our mandate and meet promises made by the organization;
- e. Attend to our customers / clients promptly;
- f. Communicate with the customers courteously, positively, honestly and genuinely;
- g. Amicably resolve customer complaints and respond effectively to their queries and dissatisfaction by our services;
- h. Meet and exceed our customer / clients expectations;
- i. Be free, fair and transparent in all our practices and to all.
- j.

CUSTOMER RELATIONS MANAGEMENT

The Logic Utilities customer care will, among other issues coordinate orders, expedite supplier payments, answer customer / supplier queries, and handle customer complaints.

1. Service commitment

Our commitment to excellence is underpinned by observing and upholding core values of LU; namely our Professionalism, Accountability, Transparency, Teamwork, Unity in Diversity and allegiance to LU

ideals. In all endeavors, this commitment is critical to achieving the departmental plans, in particular and the overall strategic goals of LU in general.

2. We aim to:

- a. Increase customer / supplier satisfaction in on-time payment and response to complaints.
- b. Build lasting win-win partnerships.

3. Service standards

We endeavor to provide first class service in all our business processes in order to deliver optimal value to all our customers. Specific areas of performance are outlined below:

- a. **Information** - timely and accurate information.
- b. **Impartiality** - objectivity in sourcing of our suppliers and service providers.
- c. **Courtesy** - courteous, considerate and non-discriminatory treatment.
- d. **Identification** - customers / suppliers / service providers have the right to demand official identification of our staff.
- e. **Responsiveness** - telephone calls are responded to on the third ring, while emails, letters or faxes are responded to within reasonable time not exceeding 72 hours from the date of receipt of communication.
- f. **Accessibility** - daily hours of operation are 8:30 am to 5:30 pm Monday to Saturday, with the exception of approved public holidays. There is one hours lunch break between 1:00pm to 2:00 pm. Working hours may be adjusted due to system / power outages, emergency situations or disaster.
- g. **Compliance** - compliance to laid down guidelines, rules and regulations may be spelt out.

4. Delivery delays

Late deliveries for goods or services contracted by LU will automatically expire after 30 calendar days from the Order issue unless otherwise varied.

5. Terms of Payment

A supplier will be paid thirty (30) days after submission of a tax invoice and other related documents necessary to effect payment.

CUSTOMER COMPLAINTS

We believe that the best way to solve a complaint and to achieve customer satisfaction is to deal with the issue at the point of initial contact.

Initial complaints should be addressed to the office that dealt with you originally.

We will issue a full response to your complaint within seven (2) working days of receiving it, and if it is delayed, we will inform you why, and let you know when you can expect a full response.

In case of non-response or inadequate response, you may then lodge an appeal with:

Name: Mrs Dyan Jardiolin
Designation: Customer Service
Address: Logic Utilities Head Office
Tel : 04 429 6083
Email: Dyan@logicutilities.com

In case your complaint is not adequately addressed by the third day, the appeal should be lodged with:

Name: Mrs Poonam Asthana
Designation: Account Manager
Address: Logic Utilities Head Office
Tel : 04 429 6083
Email: Poonam@logicutilities.com

If you are not satisfied with the response from the above two levels, then you may further lodge the complaint with:

Name: Mr Muhammad Tourky
Designation: Business Development Manager
Address: Logic Utilities Head Office
Tel : 04 429 6083
Email: M.Tourky@logicutilities.com

If you wish to appeal against a decision made by LU, please inform us formally in writing and we will review the decision.

PERSONAL VISITS TO OUR OFFICES

We will always welcome our valued customers / clients to a tidy, clean and friendly environment and always ensure a quick and efficient service.

- a. When you visit our offices expect a prompt, polite and courteous staff who will ask you how we can help you.
- b. If you visit us without an appointment, we will try to see you within 30 minutes in emergency cases.
- c. If you have an appointment, we aim to see you within 15 minutes of your appointed time.
- d. We will be clear and helpful in our dealing with you, giving you reasons for our decisions.

ADDITIONAL COURTESIES

Logic Utilities pledges to:

- a. Treat you in a professional and respectful manner in all our dealings with you. We expect the same from our clients and customers.
- b. Treat you fairly and impartially, irrespective of your religious beliefs gender political opinion, race, age, marital status or any other factor.
- c. Have staff who are fully trained to carry out their duties effectively and efficiently.
- d. Ensure appropriate confidentiality in all our dealings.
- e. Ensure accuracy and quality in the delivery of our services.
- f. Consult customers regularly and take account of their comments through surveys.
- g. Aim to continuously improve our services for the benefit of our customers.
- h. All staff will have email signatures for easy and timely communication.
- i. The Charter will be accessible to all in our LU website – www.logicutilities.com

CUSTOMERS' RIGHTS

As our client you have the right to:

- a. **Information** - it's your right to request for complete, accurate and timely information on our services.
- b. **Services** - you have the right to require quality services in a timely manner, have access to our facilities and information without offering inducements by way of gifts and other offers to staff, or to solicit the same in return for services.
- c. **Review and enquires** - you have the right to review our procedures and make appeals where necessary as well as make enquiries at any time in regard to our tendering systems, payments etc.
- d. **Courtesy** - it's your right to be treated politely and with courtesy.
- e. **Identification** - you have the right to request for identity of the officer serving you.

- f. **Payments** - you have the right to demand your payments for your goods delivered or services rendered in accordance with terms of agreements.
- g. **Lodge complaints** - it's your right to file a complaint in writing to the Managing Director by regular mail, fax or email in regard to our services. You may report any cases of corruption to our Managing Director.

How Can You Help?

You can help us to serve you better by:

- a. Ensuring you are acquainted with our service charter.
- b. Providing necessary information and relevant documents when seeking services, making an inquiry or complaints as may be required.
- c. Referring to previous correspondences to help us respond to you promptly.
- d. Observing and respecting our procedures, rules and regulations.
- e. Being courteous and respectful to LU staff assisting you.
- f. Providing feedback on the quality of our services to challenge us to improve our service delivery.

SUGGESTIONS

We shall aim to continue improving our service delivery and will appreciate feedback from you on our performance. We believe that constructive engagement with our customers will help us improve our service delivery.

If you have any suggestions / remarks / comments about our service, we encourage you to complete a questionnaire that is available on our website and at LU Reception for this purpose, which can be deposited in our suggestion box at LU Reception or send by email to enquiry @logicutilities.com.

CUSTOMER RESPONSIBILITY

Customers are obliged to:

- a. Treat staff with courtesy and respect.
- b. Attend scheduled meetings punctually.
- c. Provide accurate and timely information to facilitate proper provision of services.
- d. Abide by any legal requirements and other obligations that customers are to meet in order to be eligible for payments or services sought.
- e. Access LU premises in accordance with LU requirements.



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