

The policy of organizing the relationship with the members of the General Assembly



General Objective

To provide exceptional service to the General Assembly members and beneficiaries of the association from all segments with precision, speed, and high quality to complete their transactions, follow up on their requirements and suggestions, and continue development and improvement through collaboration with all parties to achieve the objectives and reach them in the easiest ways without needing the beneficiary to request.

Detailed Objectives

1. Assess the needs of the association's members and all beneficiaries by facilitating procedures and ensuring they receive all required services without difficulty or hardship.
2. Provide comprehensive services using the latest electronic methods to serve the beneficiaries.
3. Offer appropriate information and answers that align with the beneficiaries' questions and inquiries through multiple channels.
4. Deliver services to the beneficiary at their location, saving time and respecting their circumstances, ensuring quick service delivery.
5. Focus on measuring beneficiary satisfaction as a means to improve service quality and continuously enhance the service delivery process and performance of the service provider.
6. Increase the trust and loyalty of General Assembly members to the association by adopting the best standards.



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The practices in providing services to members and beneficiaries of the association, through:

- Correcting prevailing concepts among General Assembly members about the services provided by the association.
- Creating new positive impressions and convictions about the association and its services.
- Promoting a culture of service evaluation among members, encouraging this practice, and emphasizing that service quality evaluation is a member's right as it is a tool for assessment and development, not for punishment or defamation.
- Spreading the culture of service quality across all departments that provide services to internal or external beneficiaries.
- Innovating administrative concepts and techniques to elevate the level and quality of services provided to association members, aiming to eliminate obstacles to delivering high-quality services through continuous development and improvement based on member feedback.



Communication Channels with Members and Beneficiaries:

1. Meetings
2. Telephone calls
3. Social media platforms
4. Letters
5. Help request services
6. Association's website

Available Tools for the Beneficiary Relations Employee to Communicate with Members and Beneficiaries:

1. The basic statute of the association
2. The social research services guide
3. The support policy guide for association members

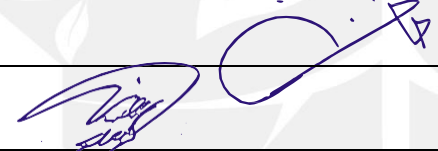

How to Deal with Association Members and Beneficiaries at Different Levels to Complete Their Transactions:

1. Greet the association member and beneficiary politely and respectfully, answer all inquiries, and give them sufficient time.
2. Ensure the member or beneficiary provides all required information, and the employee must verify the data's validity at the time of submission.
3. If the procedures are unclear to the member or beneficiary, the employee should refer them to the responsible specialist for answers and clarification of organizational aspects.



4. Verify the accuracy of the data provided by the applicant, obtain their signature, and ensure they are directly responsible for the accuracy of the information.
5. Clarify to the member and beneficiary that their request will be submitted to the review committee, which will respond regarding its acceptance or rejection within no less than two weeks.
6. Complete the registration procedures once the requests are fulfilled.

Governance Committee Approval

Signature	Name	
	Eng. Khaled Abdulmohsen Al-Bata	1
	Mr. Saud Mohammed Abdulrahman Al-Nasser	2

