

Brief

Abu Dhabi Sewerage Services Company considers customers trust and satisfaction as the most important target that should be achieved and translated into actions. Customer satisfaction is the true measuring indicator that interprets the success of ADSSC in achieving its mission.

ADSSC is working continuously in improving its services, focusing on customers' needs and requirements while designing and developing services.

In Addition, ADSSC ensures providing a nurturing working environment to accomplish this, by enhancing its infrastructure, adopting latest technical and technological developments, provision of competent training for higher performance and expertise exchange and pooling the best qualified skills and business practices.

Customer service Department is applying the In Side Out and Out Side In Approaches translated by being committed to engage all customers categories :residential, commercial and industrial, conducting surveys and analysis to acquire customers' valuable feedback and suggestions using customer's desirable channels and adopting their valuable inputs in business improvement and developments plans aiming towards achieving customers satisfaction .

Vision

To be recognized as a world leader in sustainability, innovation and efficiency in the provision of sewerage services.

Mission

To achieve excellence in the provision of high quality, safe and environmentally compliant sewerage services in the energy sector

Values

1 Safety & Environmental Culture

We support culture of responsible and safe behaviors towards the environment and the workplace; Essential to ADSSC personnel's perception, mind set, attitude & actions.

Effective Communication

2 Communication & exchange of information with & across our stakeholders effectively is assured. Efforts towards successful means of communication is certain towards delivering the intended. We strive to create positive impact.

Effective Governance

3 We support fairness, transparency & accountability within our company, Reinforcing confidence & credibility within our work environment. The responsibilities & accountabilities of & relation ship with our stakeholders are well defined. Moreover necessary policies & procedures assure informed decisions are made in accordance with set laws, regulations and organizational structures.

Responsibility

4 We expect all our colleagues to be accountable for their own actions, decisions & duties.

Passion

5 We strive in serving stakeholders to our best. The passion we have as an entity is reflected across personnel, culture, attitudes & behaviors as a desire to achieve success & excellence across.

Collaboration & Innovation

We collaborate with our internal and external stakeholders to achieve mutual goals and we seek continuous improvement of systems, processes, ideas and technological developments

Expertise & Service

We recognize the importance of business experience and knowledge and ensure that training is planned to keep in touch with development. We will protect public health and the environment whilst delivering top quality service to customers

Accountability

We expect all colleagues to be accountable for their own actions and decisions and to accept their own responsibilities