

Certificate of Registration

The International Digital Customer Experience Standard - IDCXS:2022

This is to certify that:

TAQA Water Solutions
Floor # 14,15,16
Sky Tower, Reem Island
P.O. Box. 108801
Abu Dhabi
United Arab Emirates

Holds Certificate No:

IDCXS 818450

and operates a digital customer experience system which complies with the requirements of IDCXS:2022 for the following scope:

TAQA Water Solutions Digital Channels:

- 1) Care Email
- 2) Chatbot
- 3) WhatsApp

TAQA Water Solutions Service Centres – 2 locations (Abu Dhabi and Al Ain)

For and on behalf of BSI:



Theuns Kotze, Managing Director Assurance - IMETA

Original Registration Date: 2025-01-20

Latest Revision Date: 2025-01-20

Effective Date: 2025-01-20

Expiry Date: 2028-01-19

Page: 1 of 2



...making excellence a habit.™

Certificate No: **IDCXS 818450**

Location	Registered Activities
TAQA Water Solutions Floor # 14,15,16 Sky Tower, Reem Island P.O. Box. 108801 Abu Dhabi United Arab Emirates	TAQA Water Solutions Digital Channels: 1) Care Email 2) Chatbot 3) WhatsApp TAQA Water Solutions Service Centres – 2 locations (Abu Dhabi and Al Ain)
TAQA Water Solutions – Al Ain Al Tiwayya Jafeer Obaid, Al Ain United Arab Emirates	TAQA Water Solutions Digital Channels: 1) Care Email 2) Chatbot 3) WhatsApp TAQA Water Solutions Service Centres – 2 locations (Abu Dhabi and Al Ain)

Original Registration Date: 2025-01-20
Latest Revision Date: 2025-01-20

Effective Date: 2025-01-20
Expiry Date: 2028-01-19

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](#).
Printed copies can be validated at www.bsigroup.com/ClientDirectory