

MEDIA INFORMATION

28 March 2022

Dubai, United Arab Emirates

VFS Global wins the Dubai Quality Appreciation Award for excellence in the service sector

- This is the fourth Business Excellence Award won by the company since 2013
- Winning Dubai Quality Appreciation Award for 2021 demonstrates VFS Global's continuous determination to enhance its service quality and excellence

VFS Global, the world's largest visa outsourcing and technology services specialist for governments and diplomatic missions worldwide, has received the prestigious Dubai Quality Appreciation Award (DQAA) in the 'Services' category for 2021 at Dubai's Department of Economy and Tourism (DET)'s 28th Business Excellence Awards. Zubin Karkaria, CEO, VFS Global Group, attended a ceremony on 23 March 2022 at the Meydan Hotel in Dubai, where His Highness Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Dubai Media Council, extended his congratulations to 39 businesses and establishments that were honoured at the ceremony. The event was also graced by H.E. Hilal Saeed Al Marri, Director General of the Department of Economy and Tourism in Dubai.

VFS Global was assessed as a winner based on the RADAR Assessment Excellence Model used by the European Foundation for Quality Management (EFQM) and management evaluation method, which evaluates each company on nine criteria – viz. Leadership, Strategy, People, Partnership & Resources, Processes, Products & Services, People Results, Customer Results, Society Results and Business Results.

Zubin Karkaria, Chief Executive Officer, VFS Global Group, said, *"We are honoured to have won this prestigious award. This is the fourth Business Excellence Award we have won from the Business Excellence Department of Dubai in recognition of our consistent and continuous focus on service & process excellence and overall business excellence. Over the years we have invested significant resources in developing high quality and innovative solutions to deliver exceptional customer service experience for our client governments and our customers, and awards such as the DQAA keep us motivated to always strive for further improvement. We remain deeply committed to Dubai's service excellence vision."*

DQAA acknowledges the organisation's efforts towards its journey for service excellence. Previously, under the Business Excellence Awards, VFS Global has received Dubai Quality Appreciation Award in 2013, Emirates Business Rating Scheme Award in 2019 and Dubai

Quality Global Award in 2019. Winning the DQAA 2021 award demonstrates VFS Global's success and continuous determination to enhance its service quality and excellence.

Other winners under four different categories of the Dubai Quality Appreciation Award were Ritz-Carlton, Dubai JBR (Tourism), Lulu Hypermarket Al Barsha (Retail), The Dubai Mall (Shopping Centres), NMC Royal Hospital, Sharjah (Healthcare), Lipton Jebel Ali Factory Unilever (Manufacturing) and Transguard Cash LLC (Services). The Department of Economy and Tourism (DET) in Dubai honoured the winners under the patronage of His Highness Sheikh Mohammad bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

---XXX---

Photo Caption: *His Highness Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Dubai Media Council (front row in center), along with Zubin Karkaria, CEO, VFS Global Group (in second row, first from left) and other winners of the Dubai Quality Appreciation Award.*

About VFS Global

VFS Global is the world's largest outsourcing and technology services specialist for governments and diplomatic missions worldwide. With 3531 Application Centres, operations in 141 countries across five continents and over 238 million applications processed (since inception in 2001) as on 28 February 2022, VFS Global is the trusted partner of 63 client governments. The company manages non-judgmental and administrative tasks related to applications for visa, passport and consular services for its client governments, enabling them to focus entirely on the critical task of assessment. VFS Global is majority-owned by the global investment organisation EQT. The Swiss-based Kuoni and Hugentobler Foundation holds a minority stake in VFS Global. EQT is a global investment organisation with offices in Europe, North America and Asia-Pacific and a 27-year track record of consistent investment performance across multiple geographies, sectors, and strategies. EQT AB Group is listed on the Nasdaq Stockholm stock exchange. EQT manages and advises a range of specialised investment funds and other investment vehicles that invest across the world with the mission to generate attractive returns and future-proof companies. EQT funds' investors do not influence portfolio companies' decision making or strategies. Nor do they have access to private and confidential business assets or client and customer data.

About Dubai Quality Award:

The Dubai Quality Award, initiated in 1994, is based on the Excellence Model used by the European Foundation for Quality Management (EFQM). The latter has been successfully applied in European private and public sector organisations since 1992. This model provides a holistic framework for organisational excellence. Recipients of the award represent role model organisations in the sectors they

operate in and demonstrate sustained improvement activities with results reflecting favourable trends over 3-5 consecutive years. For more information on the award, please visit – https://ded.ae/Awards_details/en/dqa_award

Media Contact

Sukanya Chakraborty
sukanyac@vfsglobal.com
communications@vfsglobal.com

MSL PR Agency Contact

Omar Abd Raboo
Media Relations Manager
omar.abdraboo@mslgroup.com
