

QUALITY MANAGEMENT

Quality Policy

Work delivered to specification, checked before handover and improved every time.

Date 22 October 2026
Reference AC-QMS-POL-001 · Revision 00
To All employees, temporary personnel, contractors and subcontractors working for or on behalf of Accenti LLC

Issue of the Quality Policy, AC-QMS-POL-001, Revision 00

Dear colleagues,

I am pleased to issue the Accenti Quality Policy, effective 22 October 2026. It applies to every service line, site and supplier, from concrete and roadworks to fleet maintenance, life support and logistics.

Our clients judge us by what we hand over: a slab poured to strength, a vehicle returned safe, a camp that passes inspection. This policy sets the standard for how we plan, check, record and hand over that work.

Project and site managers are responsible for agreeing inspection and test plans before work starts, holding the hold points, and making sure non-conformances are closed before handover.

I ask everyone to treat quality as part of the job, not a check at the end. Compliance is mandatory.

Yours sincerely,



Ali Ahmed Dhadhaow
Chief Executive Officer
Accenti LLC



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DEFENSE INFRASTRUCTURE

MISSION SUPPORT

QUALITY MANAGEMENT

Quality Policy

DOCUMENT	REVISION	EFFECTIVE	STATUS
AC-QMS-POL-001	00	22 Oct 2026	Approved / Issued
APPROVAL AUTHORITY		POLICY OWNER	
Accenti LLC Management		Quality Department (QA/QC)	
APPROVED BY		APPROVED ON	NEXT REVIEW
Ali Ahmed Dhadhaow, Chief Executive Officer		22 Oct 2026	22 Oct 2027

Controlled document. Approval is evidenced by the signed and sealed cover letter. The current revision is held by the Quality Department; printed copies are uncontrolled.

Accenti LLC shall deliver products and services that meet client requirements, applicable standards and the specification agreed, first time, and shall continually improve the way it works.

1 Application

This policy applies to all Accenti service lines — construction, facility management and life support, logistics and procurement, asset and fleet maintenance, workforce solutions and security — and to subcontractors and suppliers whose work forms part of an Accenti deliverable.



— Concrete production with batch records and sampling at the plant.

2 Mandatory requirements

- 2.1 Client requirements. Requirements, specifications, drawings and acceptance criteria shall be reviewed and confirmed before work starts. Changes shall be agreed in writing.

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- 2.2 Planning and hold points. Inspection and test plans shall define what is checked, by whom, against which criterion and when. Work shall not proceed past a hold point until it is released.
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- 2.3 Materials and suppliers. Materials shall come from approved suppliers, be checked on receipt and be traceable to their certificates. Non-compliant materials shall be quarantined.
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- 2.4 Competence and equipment. Work shall be done by trained, competent people using maintained equipment. Measuring and test equipment shall be calibrated.
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- 2.5 Non-conformance and correction. Any non-conformance shall be recorded, contained and corrected. The root cause shall be found and action taken so it does not recur.
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- 2.6 Records and handover. Inspection, test and handover records shall be complete, legible and retained. Work shall be handed over only with its records.
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- 2.7 Client feedback. Client complaints and feedback shall be logged, answered promptly and used to improve the service.
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3 Responsibilities

Management shall set quality objectives and provide resources. The Quality Department shall maintain the quality system, audit compliance and report performance. Project and site managers shall apply this policy on their work. Every person is responsible for the quality of their own work.

4 Implementation and review

Quality objectives, non-conformances, audit findings and client feedback shall be reviewed by management at least annually. This policy is intended to align with ISO 9001 Quality management systems; it is company policy, not a certification of compliance.

Right first time, recorded every time.

Questions about this policy?

Quality queries, non-conformance reports and client feedback go to the Quality Department or to the contacts below.

Operations — Somalia

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Headquarters

United Arab Emirates

Contact

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Policy owner

Quality Department (QA/QC)
AC-QMS-POL-001 · Revision 00

■ On every site

Right first time

If work does not meet the specification, stop, record it as a non-conformance and tell your supervisor. It is fixed before it is handed over.

info@accenti.com →





Zero harm to people, property and the environment.

Construction · Facility Management · Logistics
Asset Management & Fleet · Workforce Solutions