Agacan Tarım Gıda Turizm Ltd. Şti.

ACG Industrial & Infrastructure Solutions (ACG IIS)

QUALITY MANAGEMENT POLICY

Document Ref: ACG-IIS-QMP-001 | Rev. 1.0 | 28 March 2026

1. POLICY STATEMENT

Agacan Tarım Gıda Turizm Ltd. Şti., operating as ACG Industrial & Infrastructure Solutions (ACG IIS), is committed to delivering engineering, procurement, construction, compliance, and administration services that consistently meet or exceed the requirements of our clients, applicable regulatory and statutory requirements, and the standards set by multilateral development banks, institutional donors, and international quality frameworks.

This Quality Management Policy establishes the commitment of ACG IIS to implement, maintain, and continually improve a Quality Management System (QMS) structured in alignment with the requirements of ISO 9001:2015. It applies to all activities performed by ACG IIS, its personnel, subcontractors, and supply chain partners engaged on any project or assignment.

2. SCOPE OF APPLICATION

This policy applies to all operations and services delivered by ACG IIS, including but not limited to:

- Engineering design, specification, and technical management for infrastructure and development projects
- Procurement of materials, equipment, and services for project implementation
- Construction management, site supervision, and commissioning
- Compliance management including OSHA, environmental, and regulatory frameworks
- Administrative and project management services
- Subcontractor qualification, engagement, and performance management
- All operations in Uganda, Turkey, Scotland, and other jurisdictions where ACG IIS operates

3. QUALITY OBJECTIVES

ACG IIS commits to the following measurable quality objectives:

Quality Objective	Commitment
Client satisfaction	Achieve and maintain a client satisfaction rate of ≥ 90% as measured by formal project evaluations
On-time delivery	Deliver ≥ 85% of project milestones within the agreed schedule baseline

Nonconformance reduction	Reduce documented nonconformances by a minimum of 10% year-on-year through root cause analysis and corrective action
Supplier performance	Maintain ≥ 90% of active suppliers rated Acceptable or above on the ACG IIS supplier evaluation register
Compliance	Zero findings of major noncompliance with client contract requirements, applicable law, or donor procurement standards in any reporting period

4. MANAGEMENT COMMITMENTS

The management of ACG IIS commits to:

1. Establishing, documenting, implementing, and maintaining the QMS and continually improving its effectiveness in accordance with ISO 9001:2015
2. Communicating to all personnel the importance of meeting client requirements, statutory requirements, and regulatory requirements
3. Ensuring that quality objectives are established at relevant functions and levels, and that they are measurable, monitored, and reviewed
4. Conducting regular management reviews of the QMS to assess its continuing suitability, adequacy, and effectiveness
5. Providing the resources necessary for the implementation and maintenance of the QMS, including personnel, infrastructure, and the work environment
6. Ensuring that personnel performing work that affects product or service conformity are competent on the basis of appropriate education, training, skills, and experience
7. Addressing risks and opportunities that could affect conformity of services and the ability to enhance client satisfaction

5. QUALITY MANAGEMENT FRAMEWORK

5.1 Plan-Do-Check-Act (PDCA) Cycle

The ACG IIS QMS is implemented on the basis of the PDCA cycle, ensuring that quality is built into project processes from inception through to handover and close-out.

5.2 Document Control

All quality-related documents, including this policy, procedures, work instructions, and records, are subject to formal document control. Documents are reviewed at minimum annually and updated whenever a material change occurs.

5.3 Nonconformance Management

Any nonconformance — whether identified through internal audit, client feedback, regulatory inspection, or operational observation — is documented, investigated through root cause analysis, and subject to corrective and preventive action.

5.4 Internal Audit

ACG IIS conducts internal quality audits at planned intervals to verify that the QMS conforms to planned arrangements, is effectively implemented and maintained, and continues to address the risks and opportunities relevant to the business.

5.5 Supplier and Subcontractor Quality

All suppliers and subcontractors engaged by ACG IIS are subject to a qualification and performance monitoring process. Quality requirements are communicated contractually and verified through supplier evaluation and where applicable, site audits.

6. ROLES AND RESPONSIBILITIES

The Managing Director of Agacan Tarım Gıda Turizm Ltd. Şti. holds ultimate accountability for the implementation and effectiveness of this Quality Management Policy.

A nominated Quality Management Representative is responsible for the day-to-day administration of the QMS, coordination of internal audits, and reporting to management on quality performance.

All personnel are responsible for understanding and applying this policy within their area of work, reporting nonconformances, and contributing to continual improvement.

7. REVIEW AND UPDATE

This policy is reviewed at minimum annually by senior management. It is also reviewed following any significant change in business scope, client requirements, applicable legislation, or organisational structure. The current version is Rev. 1.0 dated 28 March 2026.

Approved by:	Document Reference:
Managing Director Agacan Tarım Gıda Turizm Ltd. Şti.	Document No: ACG-IIS-QMP-001 Version: Rev. 1.0 Issue Date: 28 March 2026 Review Cycle: Annual Framework: ISO 9001:2015 aligned