

QUALITY MANAGEMENT POLICY

Jodoa Properties L.L.C (hereinafter referred to as “Jodoa”) recognises the importance of Product and Process Quality and the continuous improvement of its quality management system. This Policy is a declaration of the Board’s intent to deliver Jodoa services in a manner that meets legal, regulatory, its own and customer expectations. Jodoa operates a quality management system which is a risk-based management system complying with the requirements of ISO 9001:2015. To achieve these requirements, Jodoa will:

- Conduct all work activities in compliance with the UAE statutory provisions, relevant Federal Decree – Laws, Ministerial Decisions, and applicable standards and codes of practice.
- Ensure all employees and contractors maintain focus on delivering excellence in product quality, with a visible culture of “right first time”.
- Use a risk-based approach to document key organisational requirements and services, including controls to mitigate risks down to an acceptable level.
- Provide assurance that management controls are effectively implemented across Jodoa’s operations.
- Continually seek to improve productivity, enhance quality, and minimise risk.
- Ensure all employees are aware of their obligations and comply with the Federal-Decree Law No. 33 of 2021.
- Ensure that each contractor has an appropriate Strategy, Contract and Quality Management Plan to ensure successful contract, process, and product quality delivery.
- Seek feedback from customers to ensure their requirements are understood, consistently met and that satisfaction is maintained.
- Establish objectives and targets at appropriate levels, then monitor and review them to demonstrate continuous improvement and the removal of waste from our processes. Ensure and facilitate a culture of evaluation, learning, sharing and improvement to drive more effective ways of working throughout the organisation.

The accountability for the management and delivery of quality lies with all employees. Achieving quality standards should be regarded as having equal importance with health, safety, sustainability, production and the achievement of commercial targets, therefore the responsibility for quality and compliance lies with all employees.

This policy will be reviewed to ensure the management system is suitable, effective, consistently implemented, and continually improved.

Data Protection and GDPR Considerations

Where quality management processes involve the collection or processing of personal data, Jodoa ensures that such activities are conducted in full compliance with applicable data protection laws, including the General Data Protection Regulation (EU) 2016/679 ("GDPR") where relevant. This includes:

- Ensuring that personal data used in quality monitoring, audits, or feedback systems is processed lawfully and securely.
- Limiting access to personal data to authorized personnel only.
- Embedding data protection principles into quality management procedures and documentation.
- Ensuring that third-party contractors involved in quality-related activities adhere to GDPR-compliant standards.