



Quality is embedded in BEYN's DNA, a deep-seated belief that guides our daily actions. To provide our partner clients with products and services that meet their expectations, we have integrated quality management into our culture and business strategy. The management team made the strategic decision to implement a quality management system aligned with the ISO 9001:2015 standard.

These core principles, championed by the General Management and supported by process leaders, form the foundation of our approach. They drive a network that allows everyone to be part of this dynamic.

Our vision is clear: to establish Quality Assurance and Continuous Improvement as the pillars of our Operational Excellence, focused on the satisfaction of both external and internal clients. Customer satisfaction is the cornerstone of our success and sustainability. To this end, we are firmly committed to ensuring the control and continuous improvement of quality. It is through this approach that we build trust with our clients and ensure their loyalty.

## Our quality policy is based on the company's fundamental strategic orientations:

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Ensure the satisfaction of our customers and relevant stakeholders.	Expand our business by diversifying our services.	Plan and develop activities for the continuous improvement of our services.	Comply with current legal, regulatory, and internal requirements.	Maintain our distinctive strengths, namely our proactivity and expertise.
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The quality management system we implement primarily serves the interests of our partner clients. However, it is also designed to benefit the company as a whole, as well as all our employees.

Our commitment is unequivocal. We will provide the necessary means and resources for the effective implementation of this system. Together, by working hand in hand, we will ensure the success of this quality management system.

It is through this collective approach that we will guarantee the satisfaction of our partner clients, the continuous development of our company, and the well-being of our employees.

Algiers, January 2, 2024 The General Director