

# QUALITY POLICY /

## Our values

- Being recognized for the quality of our works and services.
- Get the job right the first time.
- Having the right people in the right place.
- Increasing our customers' satisfaction.

## Our commitments

- Implementing management systems complying with applicable standards.
- Taking into account the requirements of all interested parties.
- Assessing risk factors and opportunities related to our activities.
- Implementing action plans and KPIs
- Analyzing and addressing deficiencies.
- Developing competencies by training our employees.
- Promoting innovation throughout our group's activities.
- Assessing clients' satisfaction.
- Taking into account client's feedback upon completing our works and services.
- Measuring the performance of our organizations.
- Standardizing a continuous improvement and efficiency approach.