



QUALITY POLICY STATEMENT

Scope of services: Bestcomp Group CJSC is a provider of System Integration, Business Automation Solutions, Data Center, Server and Storage, Enterprise IT Security, and Networking Solutions, Power and Cooling Solutions, Structured Cabling Systems, Audio and Video Solutions, Application and Software Development, Consulting and Outsource Services, Distributorship, Sales, Technical Support, and Service.

Our commitment: Bestcomp Group CJSC is committed to comply with all applicable laws, standards, codes, client's needs, expectations, and relevant requirements to achieve high standards of quality performance. Our processes are structured into a documented Quality Management System, which meets the requirements for ISO 9001:2015 International Standard.

We take the obligation to apply in our activities to the principles and methods described below:

- **Customer focus:** We depend on our customers and are committed to supplying them with high-quality services that conform to their requirements. Our aim is to meet or exceed our customers' expectations.
- **Legal Requirements:** We will commit to comply with all applicable to our scope of work legal requirements. Despite the official requirements set by the Legal and Regulatory authorities in Azerbaijan, we see these as the minimum requirements and we may choose to apply stricter compliance requirements where we see the additional benefits, such as reduction of risks, client property damage, environmental impact, etc.
- **Continuous improvement:** We will promote the continuous improvement of the Quality Management System through the implementation of best practices and the visible leadership, commitment, involvement of the line management and employees' participation.
- **Objectives and Targets:** We will identify the objectives for quality related issues and set the targets to achieve them for each year of operations, which will be reviewed on annual basis by senior management. Training of employees will be an integral part of the strategy to achieve the objectives.
- **Resources:** All necessary resources such as intellectual, financial, informational, assets and others will be provided by company management to achieve planned objectives and targets.
- **Interested parties:** We and our clients, suppliers, partners, and other interested parties are interdependent. We will seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services, and increased efficiency.
- **External and internal issues:** Any issues that could influence the purpose and the strategic direction of the organization such as changes in regulations, increased competition, new market requirements, new expectations of interested parties, staff morale and others will be always considered.
- **Management of Risks:** Bestcomp Group CJSC will provide risk-based management to ensure that risks, threats, and weaknesses related to company activities are identified and assessed; and all effective control measures applied in order to provide safe and uninterrupted operations with high standards of quality performance.
- **Responsibilities:** Our employees shall do everything, which is reasonably practicable to prevent non-conformances to contractual requirements, expectations of clients and other interested parties. In addition, employees shall report to management any concerns, which may have a negative effect on the quality of our services. **General Director** has overall responsibility for Quality within the Company. He monitors the effectiveness of this policy.
- **Communication:** The Quality Policy principles will be always communicated and available to staff. To involve our customers, and any interested parties with a legitimate interest in our business, this Policy Statement is made available on our website.

General Director: Farid Hasanov



Date: 25.11.2021