



## Quality Policy

COR-POL-004-NAT

### Our Commitment

At Supagas we value the quality of our people, our brand, our processes, and our products. We are proud of our operations, systems and processes and the product stewardship that results in the quality of products.

Supagas is committed to comply with the requirements of ISO 9001 and to continually improve the effectiveness of our quality managing system.

This policy outlines our ongoing commitment to produce and deliver the highest quality standard of products and services that meet or exceed our customer needs and expectations in a timely, effective and efficient manner.

### Our Strategy

We will achieve this commitment by:

- Compliance to laws, regulations and legislative requirements for the production, supply and delivery of our quality services and products.
- Promoting and fostering a culture of recognition and excellence for our customers driven by pride in the quality of our business, understanding of the customer need and the ability for our products and service to improve the success and quality of their business.
- Training employees in the understanding, strength and value of our quality management systems.
- Setting both short term and long-term objectives and review these objectives on a regular basis with top management to measure our success and review their adequacy.
- Reviewing the Quality Management System and the Quality Policy on a regular basis to ensure suitability and effectiveness to the organisation.
- Facilitating risk-based methodologies to continually develop and improve systems
- Understanding the needs and expectations of interested parties to Supagas
- Conducting regular reviews on our service and products to identify opportunities, resolve issues or problems and confirm specifications, supply agreements and contractual requirements are being met.
- Providing and promoting consultative arrangements and opportunities that invite and encourage constructive input and feedback mechanisms for improvement in the quality of our services and products.
- Measuring, monitoring and reviewing our performance against objectives and targets that can help identify further innovation opportunities and improvement of our quality systems, processes and verification these processes are effective and working.
- Regular review of policies and procedures to include new ideas, methodology, maintain focus and create opportunities for recognition of further improvement and goal setting.
- The compliance and accountability of employees, contractors, sub-contractors and visitors to understand, comply and implement the rules, procedures, policies and safe systems of work, and follow the direction of Supagas staff when required to carry out their work on a Supagas site or at another workplace on behalf of Supagas.
- This policy applies to all Supagas employees, contractors, and visitors

Signed by:

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**Erol Arican**  
Managing Director

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