

QUALITY POLICY – QMS

The Management of **ILAY GAZ**, a company **specialized in the filling and distribution of industrial and medical gases**, is committed to implementing, maintaining, and continually improving a Quality Management System in accordance with the requirements of **ISO 9001:2015**, as well as applicable legal and regulatory requirements.

The objective of this policy is to ensure the conformity and reliability of products and services, while ensuring sustained customer satisfaction and the continual improvement of the Quality Management System.

In this context, **ILAY GAZ** is committed to:

- Placing customer satisfaction at the heart of its priorities by ensuring product conformity, compliance with delivery deadlines, and effective handling of complaints.
- Controlling its operational processes, particularly the distribution and traceability of gases.
- Complying with applicable legal and regulatory requirements and taking into consideration the risks and opportunities associated with its activities.
- Developing a culture of continual improvement based on the analysis of nonconformities, audits, and performance indicators.
- Ensuring the development of personnel competencies and the availability of the resources necessary for the proper functioning of the Quality Management System.
- Continually improving the effectiveness of its Quality Management System.

The Management is committed to providing the necessary resources, communicating this policy at all levels of the organization, ensuring its understanding and implementation, establishing measurable quality objectives, and monitoring their achievement through regular management reviews.

This policy constitutes the reference framework for the **Quality Management System (QMS)** of **ILAY GAZ** and guides all actions towards performance, compliance, and customer satisfaction.

Bordj Bou-Arreridj, 13/09/2026

The Manager



Gérant
HAIDEL BILLEL