# QUALITY ASSURANCE POLICY

## PURPOSE

The purpose of this policy is to establish controls to provide a quality product to our customers

The Company referred to in this Policy Statement is Zeero Build Ltd.

## POLICY STATEMENT

Zeero Build Ltd was established in 2024 to provide specialist build solutions to the construction industry.

The Company is based in Essex and engage a people working with our members of staff to carry out our works.

Quality is important to our business because we value our customers.

We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to improvement and are working toward attaining a Quality Management System which provides a framework for measuring and improving our performance in accordance with ISO9001.

We have the following systems and procedures in place to support our aim of total customer satisfaction and continuous improvements throughout our business:

1. Regular gathering & monitoring of customer feedback
2. A customer complaint procedure
3. Selection & performance monitoring of suppliers against set criteria
4. Training & development for our employees
5. Regular audit of our internal processes
6. Measurable quality objectives which reflect our business aims
7. Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all our employees.

This Policy is posted on the Company Notice Board.

The Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

*David French*

Director **ZEERO BUILD Ltd**
July 2026