

Safety-Zone Ltd – Quality Assurance Policy

1. Policy Statement

Safety-Zone Ltd is committed to delivering a consistently high standard of service that meets the needs and expectations of our customers, suppliers and sub-contractors. This commitment is achieved through **effective quality management**, a process-based approach, and the implementation of procedures that demonstrate our competence and professionalism across all business relationships.

To support excellence in all activities, Safety-Zone Ltd operates a quality management system informed by the principles of **BS EN ISO 9001:2015**, including customer focus, leadership and accountability, risk-based thinking, continual improvement and evidence-based decision-making.

2. Objective

The objectives that underpin our quality management system are:

- Collaborative working with customers, suppliers and sub-contractors to ensure their needs are fully understood and met with the right quality of service, delivered on time and within agreed budgets.
- Consistent service delivery through a commitment to getting it right first time and reducing the need for rework.
- Responsive after-sales support that provides customers with timely advice, guidance and assistance whenever required.
- Active customer feedback gathering to inform continuous assessment, improvement and innovation.
- Training and development to ensure employees are competent, confident and capable of delivering high-quality services in line with internal standards and relevant external requirements.
- Provision of appropriate resources — including facilities, equipment and skills — to ensure client needs are met effectively and efficiently.
- Compliance with client and supplier requirements, including accurate record-keeping and quality monitoring aligned with accredited organisations' expectations.



3. Employer / Employee Responsibilities

Management is responsible for ensuring that this Quality Policy and its associated objectives are communicated, understood and applied across Safety-Zone Ltd. Achieving high standards of quality requires every employee and sub-contractor to take individual responsibility for the quality of their work and to contribute to a culture of continual improvement.

The Directors are responsible for establishing and maintaining a robust management structure that reflects the principles of our quality management system. They ensure that adequate leadership, resources and oversight are in place so that compliance with this policy is maintained, monitored and enhanced.

4. Training

To deliver a high-quality service, Safety-Zone Ltd ensures that staff are appropriately trained, supervised and supported. The Directors commit to:

- Personal development planning for each member of staff, identifying training needs and setting out how these will be met.
- Access to training that supports compliance with current regulations, National Standards and relevant industry requirements.
- Evaluation of competence to ensure training is effective and employees are confident in their roles.

5. Monitoring

Continuous improvement is supported through regular monitoring, review and evaluation of our quality management system. This includes:

- Scheduled management review meetings to assess performance, review progress and demonstrate leadership commitment to improvement.
- Regular review of improvement actions to ensure they remain relevant, effective and aligned with business needs.
- Support in resolving issues that may affect the achievement of quality objectives, ensuring timely corrective action and learning.

SIGNATURE: <i>Robin Clark</i>	NAME: ROBIN CLARK
Managing Director	DATE: January 2026