



## QUALITY POLICY STATEMENT

The Zimbabwe Energy Regulatory Authority is mandated in terms of the Energy Regulatory Act [Chapter 13:23] of 2011 as read together with the Electricity Act [Chapter 13:19] of 2002 and Petroleum Act [Chapter 13:22] of 2006 to regulate the procurement, production, transportation, transmission, distribution, importation, and exportation of energy derived from any source through licensing operators in the energy industry in Zimbabwe.

In pursuit of the above, ZERA will therefore

- Comply with its strategic intent, that is, its vision, mission, regulatory principles and values.
- Establish a Quality Management System to standardise business processes and enhance stakeholder engagement in line with the ZWS ISO9001:2015 standard.
- Establish and periodically review quality objectives at relevant levels and functions within the organisation.
- Develop and implement enhanced communication strategies with its employees and other stakeholders to enable their participation in the review of the effectiveness of this Quality Policy and the Quality Management System.
- Continually improve the effectiveness of the Quality Management System through regular internal audits, management reviews and stakeholder satisfaction surveys among others.
- Develop and empower employees to be accountable for their performance outcomes in compliance with quality requirements and to take pride in their work.
- Adhere to applicable statutory requirements, the ZERA Stakeholder Service Charter as well as other relevant business requirements.

The quality policy statement shall be published and subject to continual review in pursuit of excellence in the ZERA business model.

Signed by

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**Chief Executive Officer**

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**Workers Committee Chairperson**

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