



## Quality Policy

The main goal of the Quality Management System of HumanRights360 is to develop a base for the constant improvement of the operations' effectiveness, always following the best interest of beneficiaries' needs and expectations, as much as possible.

In order to achieve this, the Management Team supports and implements uninterruptedly the basic principles and regulations of the organization's Management System, setting objectives of Quality, based on the unreserved and constructive collaboration of employers and partners.

The basic principles, as these are expressed through the procedures of the organization's Quality Management System, are:

- Compliance with predefined requirements for the Actions-Interventions, as agreed, in order to increase the level of satisfaction for the beneficiaries.
- Full transparency in all the phases while implementing humanitarian programmes.
- Constructive collaboration with all affiliated parties.
- Ongoing updating and education of staff.
- Investigation on the causes for non-compliance or in case of complaints from beneficiaries, and further determination of corrective actions.
- Insurance of availability, credibility and confidentiality of information – data which are produced, received and circulated in the framework of projects – actions that are implemented and managed.
- Maximization of the credibility of the organization's informative resources.

The principles of the System, and the objectives on Quality are reviewed regularly from the Management Team of HumanRights360, in order to adapt to the new needs and progresses in the humanitarian field, to legislation and also be able to accomplish the goal for ongoing improvements in organization's operations.

While continuously reviewing the above, the Management Team is in an ongoing research to detect needs in personnel and other non-human needs. The Management

Team is committed to provide the necessary resources to cover the needs, as these derive from and contribute to the existing circumstances, to the extend possible.

All HumanRights360's departments have the responsibility to respond, assimilate and implement the procedures required from the Quality Management System through everyday activities.

Additionally, Management Team of HumanRights360 has the responsibility to secure that this Quality Policy is in the knowledge, is of understanding and can be implemented from all organization's staff, with the overall goal the constant, stable and steady dedication to the principles and continuously provide top quality services to users – partners.