

Quality Policy

SolidarityNow is a non-governmental organization, committed to improve vulnerable people's lives to pursue a better future, with dignity and perspectives.

The Management of **SolidarityNow**, is conducting business under the control of a quality management system governed by the ISO 9001:2015 standard.

SolidarityNow obtains beneficiary and donor satisfaction by:

1. Effectively responding to beneficiaries' needs as defined by the priorities of each programme.
2. Offering qualitative and reliable services to beneficiaries, as defined by the priorities of each programme.
3. Ensuring that its management and staff are fully trained to effectively carry out their work.
4. Constantly striving to meet and where possible exceed, targets set in donor agreements.
5. Working closely with beneficiaries to understand their needs and design effective project actions.
6. Adopting a forward-looking view on future programmes to ensure the highest quality standards.
7. Enhancing its managerial competence in managing, operationally and financially, public projects aiming to support and protect of vulnerable social groups.

To meet the specific customer requirements, **SolidarityNow** applies a quality management system in conjunction with other management controls, described in the Quality and Procedure Manuals.

Responsibility for upholding this policy is an organisation-wide commitment, under the guidance and, with the assistance of senior management, who encourage the personal commitment of all staff to have quality as a core element of skills & competencies.

It is a **SolidarityNow** policy to make sure that this quality management system is constantly in place and that it preserves fully the ISO 9001:2015 standards by taking corrective measures and through an action list such as: training sessions, annual reviews, integration of ISO 9001:2015 to newly established departments and employees.

SolidarityNow complies with all applicable legislation and regulatory requirements relevant to its activity and seeks for continuous improvement of its management system.

General Manager



Marilín Polena