



QUALITY POLICY

REV.00 del 20/12/2022

ALDA operates in an international context based on the following principles aligned with its mission:

- sharing and resonating with the institutional objectives of promoting participatory democracy and active citizenship
- supporting members and partners without failing to meet their expectations
- encouraging the alignment of actors under its influence with the principles of the 2030 Agenda for Sustainable Development
- assisting members, partners, and other organisations in securing funding to develop initiatives consistent with ALDA's mission

The organisation adopts strategic and operational guidelines aligned with the requirements of the UNI EN ISO 69001:2015 Quality Management System, with the following scope of application:

"Design ,management, and reporting of projects financed by regional, national, European, and international programmes, both public and private."

The implementation of this system pertains to the quality management of processes related to the organization's activities and the action undertaken to control and reduce risks and impacts, understood also as positive externalities of its work within the network of social stakeholders.

Given the current context, we consider the promotion of ethical values and transparency as fundamental to strengthening relationships with third parties and establishing synergistic and functional networks for the welfare of communities and, more broadly, for the network of social stakeholders.

The quality policy priorities **meeting the needs and expectations of stakeholders, benefiting and supporting members and donors** (considered as the organization's primary "clients").

To achieve this overarching goal, **ALDA is committed** to maintaining high levels of integrity, transparency, and punctuality while fostering the professional growth of its employees and collaborators through meticulous control of operational processes.

This commitment translates into the **overall objective** of identifying and meeting the needs of stakeholders, thereby improving the quality of services provided to them; ensuring compliance with all applicable current and future regulations within its sector of activity; and initiating programmes that enable continuous improvement in organisational performance related to the perceived quality of service.

In pursuit of this overarching goal, with full awareness of the associated risk, ALDA aims to achieve the following specific objectives:



Objective n°1 - network development
Objective n°2 - network loyalty, awareness, and training
Objective n°3 - disseminating principles established by the United Nations, which ALDA embraces, while developing organised structures to monitor and promote specific humanitarian issues
Objective n°4 - providing support and/or coordinating project design, management, and reporting activities funded by EU and non-EU sources

Additionally, the organisation commits to:

- promoting a culture of quality within the organisation
- maintaining certification for the UNI EN ISO 9001:2015 Quality Management System

The organisation's Secretary General is committed to adopting these objectives in promoting quality, pursuing continuous improvement, and assessing the level of uncertainty in achieving its goals. Furthermore, all staff members are called upon to collaborate in ensuring that the commitments outlined in this policy and the Quality Management System are respected and implemented.

The Secretary General