

<b>BETTER DAYS GREECE</b>		<b>QUALITY POLICY</b>
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<b>ISO 9001:2015</b>		<b>Page 1 of 1</b>



## QUALITY POLICY

Better Days Greece has developed a quality management system that conforms to the requirements of the international standard ISO 9001:2015.

The Quality Policy is aligned with and supports the purpose and strategic direction of our organization in providing humanitarian response services to unaccompanied minors and extremely vulnerable groups in Greece.

Through case management we invest in a better future for unaccompanied asylum seeking children. Every year we commit to

- a) support unaccompanied asylum seeking children who require our assistance in navigating through exhausting and confusing processes in Greece
- b) ensure that unaccompanied asylum seeking children and other vulnerable groups access essential services such as legal aid, shelter, medical care and protection

We continuously aim in meeting and exceeding beneficiaries' needs and expectations whilst creating safe and healing environments for children to deal with trauma and invest in their future. We recognize that to achieve our mission we require the establishment of measurable quality objectives and the engagement and commitment of our team at all levels. For that reason our team will be regularly trained and additional support and capacity will be provided through our Learning & Development Program.

With the aim of meeting our targets and intended objectives we continuously monitor, assess and improve our performance and the effectiveness of our quality management system, according to the highest standards. Hence, we are committed to:

- Satisfy all requirements applicable to our quality management system.
- Encourage and support the continual development of the quality management system in order to enhance beneficiary satisfaction.

Our Quality Policy is revised annually, or as required by the top management.

Date of most recent revision: 9/04/2021

Elena Moustaka  
Managing Director