

QUALITY POLICY

In HIAS Greece, we are committed to the following:

- The services we provide to asylum seekers and refugees will totally satisfy and fully meet their requirements as well as the applicable regulatory and legislative requirements.
- Our goal is always the continuous and complete satisfaction of the relevant stakeholders.
- For immediate response to requests and problems.
- The continuous improvement of the Quality Management System and the functions of the Organization.

In order to implement the Quality Policy, our organization operates under the following principles:

- Each employee is responsible for the quality of his own work and is fully informed about the implemented Quality Management System and the goals / indicators that have been set.
- We set goals as an organization, we provide the necessary resources to achieve them and the results of the statistical analysis we carry out are analyzed in the context of our continuous effort to improve the services provided.
- We provide appropriate training to the staff as well as the suitable equipment and infrastructure to properly perform the tasks assigned to them.
- The organization has appointed a Quality Manager who has organizational independence and jurisdiction to ensure that the QMS is applied in cases where appropriate corrective action is required.
- For the suppliers we work with, to meet the commitments of our organization.

All staff and external partners (when required) are required to implement the Quality Management System that falls within their field of activity.

The strategic objectives of the Organization are defined as follows:

- Compliance of the organization with legal and regulatory requirements.
- Continuous Improvement of the organization and its services provided.
- Ensuring the continuity and availability of the service.
- Continuous monitoring of the efficiency and effectiveness of operations based on objectives and indicators.

On behalf of HIAS Greece

Vasilis Kerasiotis

Country Director, Authorized Representative

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