



## QUALITY POLICY

The **ABD Group**, from now on ABD, is composed of Welfare and Development Association (ABD in Spanish), Fundación Acción, Bienestar y Desarrollo, Servicios Sociales Habilitadores, Institut Genus, S.L; UTE CAS Prat, UTE PAE.

Our **mission** is the creation and proven management of projects and services focused on people and communities to facilitate their empowerment and strengthen their active role in the generation of social equality and personal and collective well-being.

In order to carry out our mission, we have focused our activity on the attention to the people through prevention, care, intervention, accompaniment, research, social awareness and political advocacy. Acting in the areas of drug dependence, people living with HIV, children and family, domestic violence, young people with social difficulties, the elderly, people in situations of dependency, people with disabilities, people in situations of social vulnerability and volunteers.

Our **vision** is to be a promoter and referent of a third sector model characterized by:

- ❖ **Ethical values** in the use of resources and in dealing with people, groups, communities, and administration contrasted and certified.
- ❖ A model of **integral attention** in a triple dimension:
  - Individual, family and community care.
  - Efficient management of services by social objectives, community dynamization, and defense of the social rights of people in vulnerable situations.
  - Multidimensional programs: social, psychological, socio-health, sustainability, educational, cultural and legal.
- ❖ A healthy economy, and efficient management of programs with public and private funds that allow the social investment of profits.

The vision allows us to establish the necessary objectives for what we want to be and/or create ABD's fundamental values:

- **Social commitment and defense of rights.**
- **Creativity, innovation and quality.**
- **Ethics, transparency and accountability.**
- **Pluralism.**
- **Professionalism.**

ABD works on the basis of a management system that complies with the UNE-EN-ISO-9001 standard. This system is a basic tool to continuously improve the quality of the services we provide, to meet the requirements of our clients and people requirements of our clients and users, legal and other requirements applicable to our activity, and to ensure the good governance of our company and to assure the good governance of the entities that are part of our Group.

ABD's management is committed to maintaining and continuously improving the management system in order to guarantee the satisfaction of our clients and users, volunteers, our clients, stakeholders and the staff working in and for ABD.

ABD has adopted the necessary means to ensure that the quality policy as defined is understood, implemented and kept up to date. To this end, training and informative sessions are held and the documentation corresponding to our management system is disseminated. On an annual basis, the management reviews the quality policy to ensure the policy is reviewed annually by the management to ensure that its purpose is continually being kept in line with the company's objectives.

This policy has been developed with the consensus of the staff, with the approval of the quality committee and the ABD steering committee.

Barcelona, December 29, 2022

Management signature