

QUALITY POLICY

The **ABD Group**, hereinafter ABD, is made up of ABD Association, Welfare and Development, Fundación Acción, Bienestar y Desarrollo, Institut Genus, S.L, PDS Association (Promotion and Social Development), UTE CAS Prat and UTE PAE.

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

To carry out our mission, we have focused our activity on caring for people through prevention, care, intervention, accompaniment, research, social awareness and political advocacy. Acting in the fields of drug dependence, people living with HIV, children and the family, domestic violence, young people with social difficulties, the elderly, people in a situation of dependency, people with disabilities, people in situations of social vulnerability and volunteering.

Our **vision** is to be a promoter and benchmark of a third sector model characterised by:

- ❖ Ethical **values** in the use of resources and in dealing with people, groups, communities, and administration, contrasted and certified.
- ❖ A **comprehensive care** model in a triple dimension:
 - Individual, family and community care.
 - Effective management of services for 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 an **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, it is accompanied by **ABD's fundamental** values:

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

ABD works based on 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 customers and users, the legal requirements and other requirements applicable to our activity and to ensure 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 users, volunteers, our customers, stakeholders and the staff who work in and for ABD.

ABD has adopted the necessary means to ensure that the quality policy in the defined terms is understood, applied and kept up to date. To ensure that this is the case, training and information sessions are carried out and the documentation corresponding to our management system is disseminated. The management reviews the quality policy annually to ensure the continuous adequacy of its purpose.

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

Barcelona July 7, 2025

Approved by the management

Manager

Àngels Guiteras

President

Felisa Pérez