

QUALITY POLICY

GOPA Partners in Action for Change and Engagement (“GOPA PACE”) is an independent private consulting firm engaged in the field of international partnership and cooperation. It implements consulting, management and training projects throughout the world, working on behalf of national and international financing agencies as well as for the benefit of public, public-private or private institutions.

Quality of services is a constituent component of GOPA PACE’s company policy. We consider quality control and assurance an integral part of our services and day-to-day business.

Our Quality objectives contribute to GOPA PACE’s Vision, Mission and overall strategy and are in line with Company’s values and working principles. They are set by the Management Board and reviewed on a yearly basis.

GOPA PACE Quality Management System aims to foster the continuous improvement of business processes in the changing context of internal and external influences, taking into consideration process-related risks and opportunities. It follows all applicable legislation and regulations, as well as several important international standards that guide the company in its policies and management. GOPA PACE has put in place its own set of corporate policies on conduct and integrity such as ethical standards and policies on child protection, environmental protection, and HIV/AIDS and preventive measures to any kind of abuse and discrimination.

The funding principles of our quality control and assurance are the following:

- Ensuring that all our activities and company policies respect and implement applicable regulations and laws;
- Constantly improving our internal operations to make them more efficient, effective, output-driven and customer-oriented;
- Always meeting or exceeding customers’ expectations;
- Instilling among staff a strong commitment to customer service and professional ethics
- Motivating our staff to continually contribute to improve the quality of our products and services; as well as the efficiency in providing them;
- Ensuring the availability of the human, financial and physical resources necessary to meet our commitments towards customers;
- Providing a framework for ongoing development and training to staff;
- Creating a suitable working environment where each staff member can perform well and be satisfied;
- Creating the right environment to implement and continuously improve the Quality Management System.

GOPA PARTNERS IN ACTION FOR CHANGE AND ENGAGEMENT S.A. (GOPA PACE)

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MEMBER OF GOPA CONSULTING GROUP

Our core business processes are described in our Quality Management System and their application is mandatory for all staff under contract with GOPA PACE. We request our business partners (freelance experts, subcontractors and consortium members) to maintain the highest quality of services.

Brussels, 2nd of November 2023

Mihaela Dăscuțu
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