



QUALITY POLICY

The Serbian Mine Action Centre (SMAC), established as a governmental organisation of the Republic of Serbia is responsible for the coordination and implementation of mine action activities on civilian areas in the Republic of Serbia in accordance with the Law on Ministries, Art. 35, and the Decree on Protection against UXO.

SMAC is committed to ensuring the safety of all people by delivering high-quality mine action services and products that seek to reduce and eliminate the risk from Explosive Remnants of War (ERW) and mine contamination on the territory of the Republic of Serbia.

SCOPE

The quality management system (QMS) of SMAC aims to ensure systematic Quality Assurance (QA) and Quality Control (QC) of all activities in its responsibility as integral part of the daily work of all members of staff. In order to achieve this, the management hereby establishes a quality policy that applies to all aspects of SMAC's activities and processes. All staff members are expected to comply with the policy when conducting day-to-day operations.

POLICY STATEMENT

We, SMAC are committed to:

1. Meeting all legal requirements applicable for the Republic of Serbia and work in compliance with relevant international and national standards (IMAS, SMAS).
2. Applying the Common Assessment Framework (CAF) to ensure quality requirements for public administration institutions are met.
3. Investigating and actively reducing all nonconformities related to mine action activities implemented as part of our mandate through systematic monitoring and quality control.

4. Ensuring the safety of at-risk communities and groups and maximising the impact of our activities by tailoring our outreach to the needs and requirements of women, men, girls, boys, people with disabilities and other diverse groups.
5. Fostering a culture of organisational learning and continuous improvement by enhancing the skills and knowledge of our staff through internal and external training.
6. Providing conditions and resources to support and provide training to the mine action community in accordance with international and national standards (IMAS, SMAS).
7. Creating and maintaining strategic partnerships with national and international actors, to increase expertise in and resources for mine action activities and training.
8. Converting the quality statements into action by establishing measurable quality objectives.
9. Reviewing the quality policy and quality objectives regularly to ensure they remain relevant and suitable.

The Quality Policy and all further changes shall be explained to every staff member and be publicly available on our notice board and website.

Belgrade, 20.11.2023

Location, Date



Bojan Glamočlija
Director Mine Action Centre
of the Republic of Serbia