

QUALITY ASSURANCE MANUAL



and its hosted entities

Edition: 4th, 05/05/2025

Created by: the Quality Assurance Officer

Approved by: the Chairperson

PRESENTATION OF THE ORGANIZATION

The Mediterranean Information Office for Environment, Culture and Sustainable Development became a Federation of Mediterranean Non-Governmental Organizations (NGOs) in March 1996. In the early 80s, the European Community, due to its enlargement with new Member States from the Mediterranean, urged the European Environmental Bureau (EEB) to set up the Mediterranean Committee, with the technical support of the ELLINIKI ETAIREIA (Hellenic Society for the Protection of the Environment and the Cultural Heritage). In 1990, the Mediterranean Information Office (MIO-ECSDE) was founded as a network of NGOs in a joint program of the EEB and the ELLINIKI ETAIREIA, in close cooperation with the Arab Network of Environment and Development (RAED). In 1996, the expansion of the MIO-ECSDE network of NGOs and the growing need for open participation and representation of NGOs in Mediterranean and International fora resulted in the evolvement of MIO-ECSDE into a NGO Federation, with about 105 member organizations from 24 countries.

The Federation consists of Full Member Organizations and Corresponding Member Organizations that have the same privileges and rights, except for the right to vote at the Annual General Meeting (AGM), which is retained only for Full Members. The MIO-ECSDE Executive Bureau is composed of nineteen (19) members: nine members from Mediterranean countries of the European Union, seven members from Mediterranean countries outside the European Union and there are three members representing the two founders of the Federation (EEB and ELLINIKI ETAIREIA) and RAED. The AGM remains the principal institution on which the Federation is based. The Secretariat is located in Athens in the old historic district of Plaka.

MIO-ECSDE also maintains and serves four other major Mediterranean Networks that play a key role in addressing the region's environmental and development challenges:

- The MEDIES Network the "Mediterranean Educational Initiative for Environment and Sustainability" www.medies.net
- The Circle of Mediterranean Parliamentarians (MEPs) for Sustainable Development (COMPSUD),
- The Circle of Mediterranean Journalists for Environment and Sustainable Development (COMJESD)

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- The Network of Mediterranean Universities for Education for Sustainable Development (MedUnNet) in collaboration with the University of Athens (UoA) for the revitalization of the Higher Education system towards sustainable development.

MIO-ECSDE also cooperates closely with the UNESCO Chair & Network for Management and Education for Sustainable Development in the Mediterranean and with the Hellenic Commission MAB - UNESCO.

Finally, MIO-ECSDE also operates as a Host Organization for other International Environmental Organizations, offering them legal status and support in the management of Financial, Admin and tax-related procedures. The Hosted Organizations are committed to a mandatory compliance to the Quality Manual of MIO-ECSDE for specific procedures pertaining mainly to Financial Management and specific Admin Procedures (such as D02, D16, D17 and D18) while they have the discretion to either follow all the procedures of the Manual or to indicate which ones they can follow and which ones are covered by their respective internal procedures.

MIO-ECSDE has been hosting the Global Water Partnership Mediterranean since 2002.



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QUALITY POLICY

MIO-ECSDE is a technical and political body, which facilitates the intervention of NGOs in the Mediterranean scene, in close cooperation with the "actors" of the region and the relevant international and national organizations and authorities, who wish to play an active role in support of the environment, culture and sustainable development in the Mediterranean region.

The central core function of the Mediterranean Information Office is that of the active participation and contribution in shaping environmental and environmentally-friendly policy **within the framework of sustainable development** for the Mediterranean, focusing on the relevant policy guidelines of the European Union.

The objectives of the Mediterranean Information Office are the following:

- to promote cooperation, understanding and common efforts of Mediterranean peoples for the protection of the Natural and Cultural Heritage of the Mediterranean and for sustainable development
- to promote cooperation on issues related to the environment and sustainable development
- to promote research, study and education on Mediterranean topics
- to plan, carry out and/or support programs, projects and studies both in Greece and abroad

The values of MIO-ECSDE are fully harmonized with the 12 Accountability Commitments of the Global Standard for CSO Accountability which are:

1. Justice and Equality
2. Women's Rights and Gender Equality
3. Healthy Planet
4. Lasting Positive Change
5. People Driven Work
6. Strong Partnerships
7. Advocating for Fundamental Change
8. Open Organisations
9. Empowered, Effective Staff and Volunteers
10. Well-Handled resources

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11. Responsive Decision-making

12. Responsible Leadership

In order to achieve its objectives, Senior Management and the employees are committed to the following:

- preparation of integrated training programs to meet the educational needs and specific nature of the Mediterranean peoples
- training and promotion of political proposals that promote the protection of the environment and cultural identity of the Mediterranean region through the appropriate channels
- implementation of programs that highlight the environmental and cultural characteristics of the Mediterranean region, within the specified timeframe and budgeted costs.
- compliance with the requirements and procedures of the Quality Management System
- establishment of a framework of indicators and their review at regular intervals
- continuous improvement of the effectiveness of the quality management system

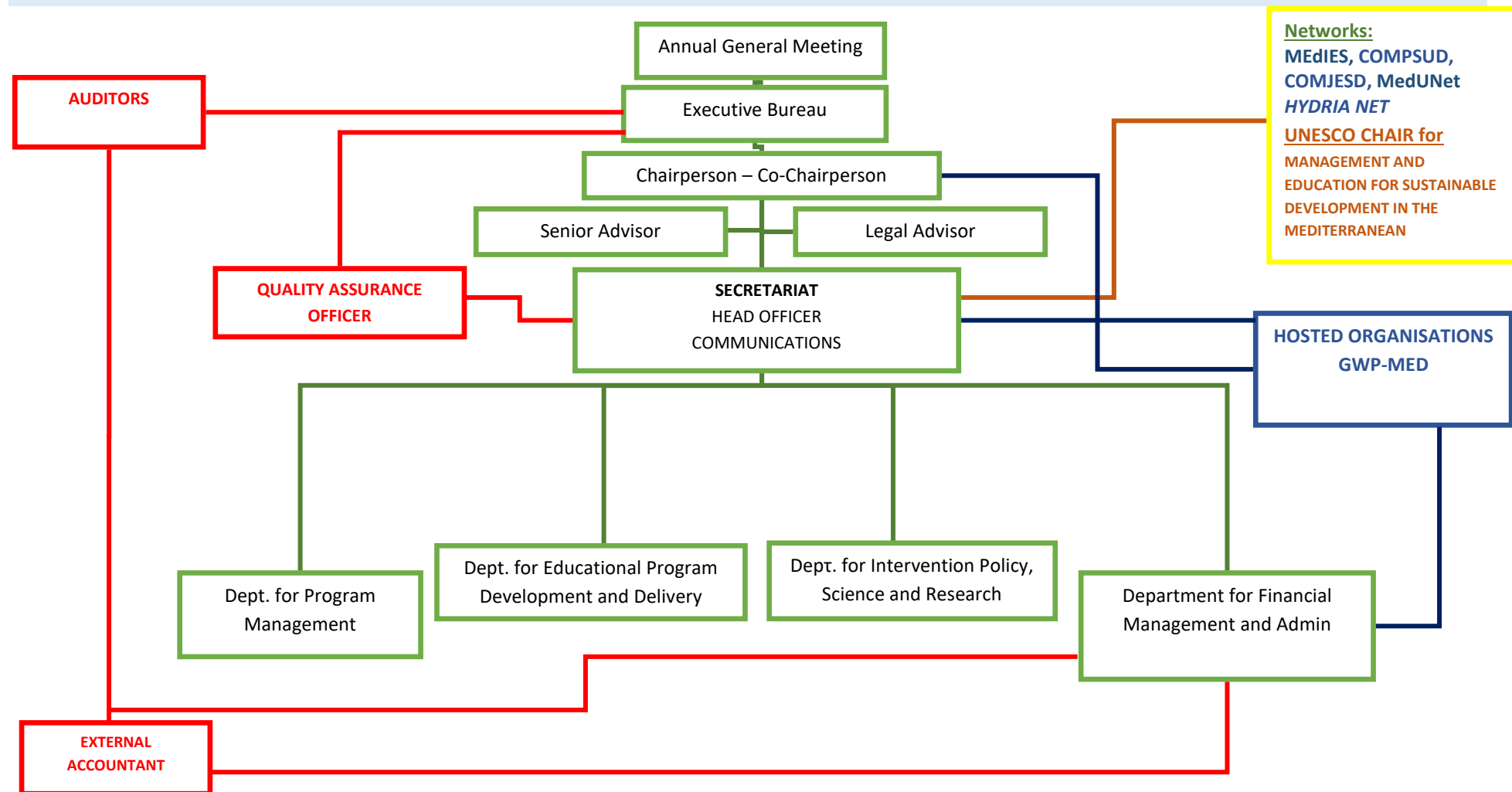
The Chairman



M. Scoullou

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ORGANIZATIONAL CHART



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Ms Anastasia Roniotes is the Head Officer (Head of Department for Program Management) and is also appointed to be the Executive Agent of the Organization.

Ms Eirini Sakellaraki is appointed as Head of the Department of Financial Management and Administration.

Ms Thomais Vlachogianni is appointed as Head of the new Department of Intervention Policy, Science and Research.

The Department of Educational Program Development and Delivery is overseen by the MIO-ECSDE Chairperson, while Ms Vasiliki Mantzara is appointed as Senior Advisor to the Chairperson.

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OBJECTIVES, STRUCTURE AND SYSTEM EXCEPTIONS

1. Objective

The Quality Management System of the organization involves the:

Design, development, management and implementation of European programs

The Quality Management System has been developed on the basis of:

1. the requirements of ISO 9001: 2015
2. the legal and regulatory requirements specified by Greek and European legislation

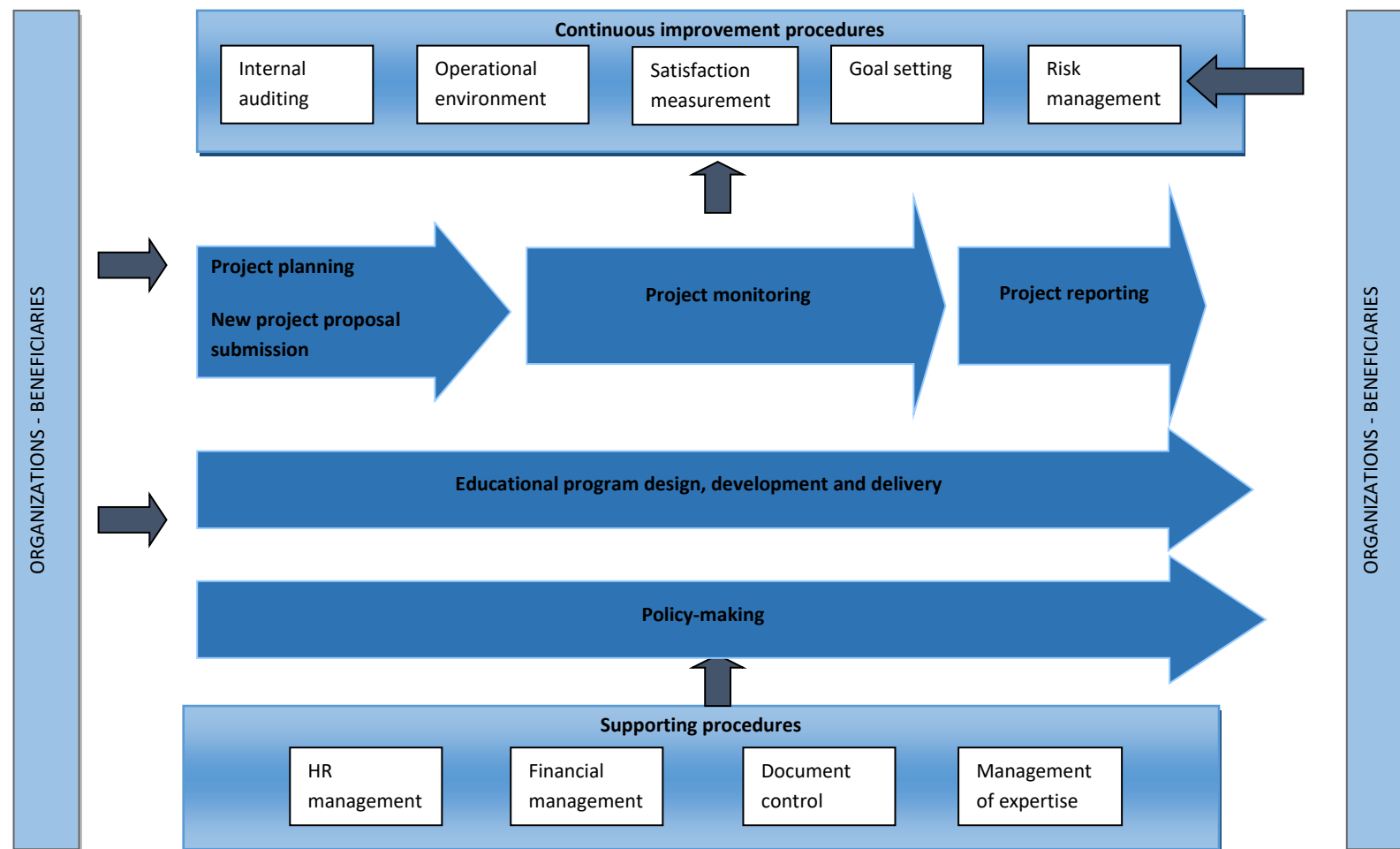
2. Structure

The developed Quality Management System consists of the following:

1. Quality Assurance Manual, which includes the Organizational Chart and Quality Assurance and Competency Management Policy
2. Job descriptions
3. Objectives
4. Quality Management System documents (Procedures and Directives)
5. Standards, e.g. ISO 9001:2015
6. Legislation, Circulars, Regulations and other documents of external origin related to the organization's activities that are not integrated into the Procedures.
7. Records kept under the Quality Management System

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PROCESSES INTERACTION CHART



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Main Processes

The main processes of the system are the following:

- Project planning
- New project proposal submission
- Project monitoring
- Project reporting
- Educational program design, development and delivery
- Environmental policy-making

Supporting processes – Continuous improvement processes

The supporting processes of the system are the following:

- Resource management (Material & Human)
- Operational framework
- Reporting, Analysis and Evaluation of Results
- Improvement

PROCESSES - PROCEDURES TABLE

Code	Title
-	Quality Assurance Manual
P01	Document Control
P02	HR Management
P03	Management of Expertise and Changes
P04	Internal Auditing
P05	Management of Failures - Complaints
P06	Improvement Actions
P07	Operational Environment
P08	Goal Setting
P09	Communication
P10	Project Planning
P11	New Project Proposal Submission
P12	Project Monitoring
P13	Project Reporting
P14	Educational/Training Material
P15	Policy-Making
P16	Procurement
P17	Payments Procedure
P18	Compliance Requirements of the Accounting System
P19	Securing Funding
P20	Allocating the Annual Budget

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