

7.1 Quality systems and quality marks

7.1.1 Dutch Quality Institute (INK) model

PAX uses quality systems to ensure quality standards in its working process. PAX uses the INK model as a frame of reference for organising its result areas and as an instrument for developing plans and monitoring improvements to and renewal of its organization.

7.1.2 ISO Quality system

PAX considers INK's quality management system an instrument to enhance our quality, while we use the ISO quality system to measure this quality periodically and to have it verified externally. PAX is fully ISO-certified (ISO 9001:2008). This means that PAX has a documented quality-management system consisting of quality requirements, specified objectives and standard tasks and procedures. Adopting this ISO norm as standard enables us to secure internal process management and to improve our ability to monitor our activities. Every year there are internal audits, a management assessment and external audits of our procedures, the latter by an authorised independent certification bureau. In 2015 the external auditor approved our quality system and renewed the ISO-certificate to 2018.

7.1.3 Association of Fundraising Organizations (Goede Doelen Nederland)

PAX is a member of the Association of Fundraising Organizations (Goede Doelen Nederland) and complies with all of this associations codes of conduct, including:

- Goede Doelen Nederland Code of Conduct.
- The Dutch Central Fundraising Bureau (CBF) monitors compliance.
- Guidelines for the Reserves of Charitable Organizations
- The Guideline for Remuneration for Directors of Charitable Institutions WNT2.
- The ENP- Goede Doelen Nederland Directive on the Settlement of Estates
- The Goede Doelen Nederland recommendation on cost allocation management and administration
- Practical guide to responsible asset management

7.1.4 CBF

In addition, PAX holds certification from the Dutch Central Bureau for Fundraising (CBF). The Good Governance for Good Causes Code has been a part of this quality mark since 2009. The quality mark means that the Dutch Central Fundraising Bureau periodically and independently checks whether PAX meets its criteria and principles regarding:

1. management and supervision
2. procedure
3. fundraising, public information and communication
4. disbursement of resources
5. accountability toward stakeholders.

After its 2015 audit the CBF renewed the CBF-certificate to 2018.

7.1.5 Partos

PAX is member of Partos is the Dutch association for NGOs working in International Development, and adheres to this associations Code of Conduct. This code covers the fields of:

1. Sustainable development of society
2. Professional organization
3. Communication and fundraising

7.1.6 Corporate social responsibility

Building on its mission and objectives, PAX pursues corporate social responsibility.

Firstly, we tackle companies, financial institutions and government bodies regarding their behaviour, particularly when it comes to the exploitation of natural resources.

Secondly, we pay keen attention to the effects of our own operations on people and the planet.

The PAX principle is: Practice what you preach, also in the choice of suppliers.

For explanatory remarks we refer to our annual public report.

7.1.7 Financial control

In the process of verifying the annual financial statement, the accountant checks the design, existence and functioning of our financial control systems and processes. The statement of approval by the accountant implies that no major shortcomings in our financial control have been identified. Risks of loss through deficiencies in administration, misuse, abuse or fraud are in control.

7.1.8 Volunteer policy

PAX has a volunteer policy that covers the fields of:

1. Recruitment and selection
2. Assistance
3. Binding
4. Safety and confidentiality