Quality Policy

RedR UK is committed to strengthening the capacity and resilience of aid workers, communities and organisations through high-quality training, technical assistance, and convening and sharing.

Our quality management system supports our mission and strategic objectives by promoting a culture of quality, accountability, learning, and continual improvement across all areas of our work.

We define quality as delivering services that are relevant, accessible, evidence-based, accountable and responsive to the needs of learners, partners, donors and the communities ultimately affected by humanitarian action.

This policy applies to all RedR UK operations and is supported by our quality management system, which defines the scope, processes, and objectives through which these commitments are delivered.

To achieve this, RedR is committed to:

- Understanding and meeting applicable stakeholder, donor, statutory and regulatory requirements.
- Maintaining and continually improving an effective Quality Management System.
- Establishing and reviewing quality objectives aligned with our strategy and mission.
- Using evidence, learning, feedback and performance data to improve our services and impact.
- Building the competence of our staff, associates and partners.
- Embedding accountability, integrity, collaboration and excellence in all aspects of our work.
- Applying risk-based thinking to strengthen organisational resilience and effectiveness.
- Working in line with the ISO 9001 standard and conformance to our own quality standards.

Implementation

The Board, Leadership Team, staff and associates share responsibility for achieving these commitments and for continually improving the quality and impact of RedR's work.

RedR will ensure that staff, trustees, consultants, volunteers, interns and other relevant RedR Representatives receive proportionate training and guidance on this policy.

Review and assurance

This policy should be reviewed at least every two years, or earlier where there are significant changes in law, the context or RedR's operating model.

06 October 2026