

SIB006 Quality Policy Version 2.2

Date Created: May 2010

Date Updated: 05 January 2024

Updated by : Amir Mirza

Approver: Directors Group

Process Owner: CEO

Status: Current



Foreword

To be in compliance with the requirements of ISO 9001:2015, policies and procedures for Social Investment Business are to be approved by the relevant Director on behalf of the Chief Executive.

This document is intended to be used by employees within Social Investment Business who are associated with this process/policy.

This policy/procedure has been approved by Directors Group and authorised on their behalf by a Group Director:

Name	Signature	Title	Date
Nick Temple		Chief Executive	06 December 2022

Version history

Version ref	Author	Date	Process ref changed
1.0	Helen Kwok	May 2015	First Quality Policy
1.1	Julia Khan	January 2012	Update and re-confirmation of Quality Policy
1.2	Ceryse Fear	25 July 2013	Revised and updated to include company strategic objectives and quality objective
1.3	Ceryse Fear	30 January 2014	Updated with 2014-15 quality objective
1.4	Ceryse Fear	15 September 2015	Updated with strategic objectives and quality objective 2015-16
1.5	Ceryse Fear	14 November 2016	Updated with Strategic objectives and quality objective 2016-17
1.6	Ceryse Fear	05 February 2018	Updated with Strategic objectives and quality objectives 2017-18
1.7	Ceryse Fear	30 July 2018	Updated with Strategic objectives and quality objective 2018-19
1.8	Ceryse Fear	21 September 2018	Updated with Plain English
1.9	Ceryse Fear	10 December 2019	Updated with Strategic objectives and quality objective 2019-20
2.0	Ceryse Fear	21 June 2021	Updated with Strategic objectives; quality objective approved by Extended Directors Group on 13 December 2021
2.1	Ceryse Fear	06 December 2022	Updated with Strategic Outcomes 2022-25 and Quality Objective 2022-23
2.2	Amir Mirza	05 January 2024	Annual Review - Updated with Quality Objectives for 2023-24

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Our quality policy – supporting the sector

Social Investment Business provides loans, grants and strategic support to charities and social enterprises to help them improve people's lives. We have helped hundreds of organisations become more resilient and sustainable so that they can grow and increase their impact. We were one of the UK's first social investors and since 2002 have provided over £400 million of loans and grants to charities and social enterprises.

Our quality policy is to deliver a customer- focused high- quality service where quality is reflected in everything we do.

We update our procedures regularly so that they are up-to-date and keep us effective, cost efficient and fair in the ways we work. We have a set of strategic priorities determined by our trustees and executive leadership which sets the framework of activity for all our staff.

Our strategic outcomes for 2022-25 are:

- **Reach:** Funding a more widely distributed social economy, with more diverse leadership
- **Resilience:** The social economy's resilience and adaptation to Net Zero
- **Credibility:** Publishing open data and working with partners to promote a credible social economy, through evidence and collaboration
- **Influence:** Expanding appropriate funding from public, private & philanthropic sources of capital.

We work jointly with our Board to agree our strategic outcomes and support our staff to understand their role in achieving the priorities and to agree the operational effort needed to achieve this. Work objectives/targets are included in team and individual work plans for the year and are recorded and tracked through staff appraisal.

We monitor our performance against our project targets and our Directors Group and Board receive reports on performance so that all are aware of our progress as well as our learnings.

Our employees are our greatest asset and we support them in their professional and personal development; and we celebrate our employees' successes including their efforts in meeting our targets. We ask for and get regular feedback from our staff and our customers and act to make improvements wherever we can. We do our very best to offer high quality services to our customers and to do whatever is necessary to continually improve our customers' experiences.

Our quality objective for 2023-24 is:

To achieve 90% of our agreed KPIs no 5, 7, 9 and 10 for 2023-24.

Our Directors Group provides the leadership and sets the standard for the organisation to follow.

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Chief Executive: Nick Temple

January 2024