

### 1.3 QUALITY POLICY

Age UK Islington provides a range of information, practical support and social activity services to the local community. Our aim is to provide high quality services that help older people maintain an active, safe and independent later life.

We will work in conjunction with our staff and volunteers, and with our connected service partners and funders, to ensure the highest quality of service is consistently attained.

Our Quality Policy and system is focused on achieving a high level of client and funder satisfaction, reinforced by a commitment to continuous improvement.

It is the policy of AUKI to maintain a quality system designed to meet the requirements of ISO 9001:2015 and Age UK Charity Organisational Standards in pursuit of its purpose, primary objectives, and the context of the organisation.

It is the policy of AUKI to:

- provide value and high level of satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- ensure the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives are met
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk” and opportunity to deliver increased value.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by Senior Management to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

We will communicate this policy through all levels of the organisation, and externally via regular information materials, events and electronic media.

**CEO: Sally Miller      Date: 26 May 2021**