



FIEC SOCIAL PERFORMANCE

The Financial Inclusion Equity Council (FIEC) developed the following roadmap to assist FIEC members in clarifying and advancing social performance initiatives.

This tool outlines the high-level steps social investors and their portfolio companies must take to implement three key social performance initiatives, namely the Smart Campaign Client Protection Principles, the Universal Standards for Social Performance Management, and the Global Impact Investing Rating System. As such, it is designed to help investors better gauge an institution's commitment to social performance and better track its progress in implementing these three initiatives. It is particularly suited to assist investors in working with the boards of these institutions or as part of due diligence.

GUIDANCE FOR SOCIAL INVESTORS

Are you a signatory and active reporter to the [Principles for Investors in Inclusive Finance \(PIIF\)](#)?

Can you incentivize the investment institution to increase their attention to and implementation of social performance initiatives (e.g., providing technical assistance or lowering the interest rate if they meet certain benchmarks)?

As social investors FIEC members can promote good governance practices at portfolio companies. To what degree do you promote compliance with Standard 2A of the Universal Standard for Social Performance: Members of the board of directors are committed to the institution's social mission:

Does the institution provide board orientation on social mission and goals and the board's responsibilities relating to the social performance management of the institution?

Does the board review social performance data at every board meeting, including: mission compliance, performance results, human resource policy, social performance related risks, client practices, growth and profit allocation?

Does the board use social performance data to provide strategic direction, taking into account both social and financial goals?

Does the board incorporate social performance management criteria into its performance evaluations of Senior Management?

Does the board adequately support social performance goals by ensuring requisite funding and technical assistance?

GUIDANCE FOR PORTFOLIO COMPANIES

Microfinance

Does the institution timely and regularly report data to the MIX?

Impact Investing

Does the institution timely and regularly report to the GIIN for inclusion in the IRIS catalog?

Smart Campaign Client Protection Principles

Does the institution **ENDORSE** the Smart Campaign?

Has the institution conducted a **SELF-ASSESSMENT**?

If so, which of the following **PASSED**?

- Appropriate product design and delivery
- Prevention of over-indebtedness
- Transparency
- Responsible pricing
- Fair and respectful treatment of clients
- Privacy of client data
- Mechanisms for complaint resolution

Has the institution developed a plan for correcting any deficiencies?

Universal Standards for Social Performance Management

Has the institution submitted an application to become an SPTF **MEMBER**?

Has the institution conducted a **SPI4 SELF-ASSESSMENT**?

If so, which of the following **PASSED**?

- Define and monitor social goals (___/12 practices)
- Ensure board, management, and employee commitment to social goals (___/14 practices)
- Design products, services, delivery models, and channels that meet client's needs and preferences (___/8 practices)
- Treat clients responsibly (___/21 practices)
- Treat employees responsibly (___/12 practices)
- Balance financial and social performance (___/18 practices)

Has the institution developed a plan for correcting any deficiencies?

Global Impact Investing Rating System (GIIRS)

Has the institution conducted a **SELF-ASSESSMENT**?

If so, what is the **PRELIMINARY RATING**?

Has the institution undergone a GIIRS staff **ASSESSMENT REVIEW**?

Has the institution undergone a **DOCUMENT REVIEW**?

Has the institution undergone a **THIRD-PARTY ASSESSMENT?**

If so, which of the following **PASSED?**

- Appropriate product design and delivery
- Prevention of over-indebtedness
- Transparency
- Responsible pricing
- Fair and respectful treatment of clients
- Privacy of client data
- Mechanisms for complaint resolution

Has the institution developed a plan for correcting any deficiencies?

Has the institution been Smart Campaign **CERTIFIED** within the last two years?

and/or

Does the institution **ANNUALLY REVIEW** its practices?

Has the institution undergone a recent **EXTERNAL SPI4 AUDIT?**

(Date of last audit: _____)

If so, which of the following **PASSED?**

- Define and monitor social goals (___/12 practices)
- Ensure board, management, and employee commitment to social goals (___/14 practices)
- Design products, services, delivery models, and channels that meet client's needs and preferences (___/8 practices)
- Treat clients responsibly (___/21 practices)
- Treat employees responsibly (___/12 practices)
- Balance financial and social performance (___/18 practices)

Has the institution developed a plan for correcting any deficiencies?

Does the institution **ANNUALLY REVIEW** its SPM practices?

Has the institution received a **GIIRS REVIEWED RATING?**

If so, how was it rated in the following areas?

- Overall rating: ____/200
- Governance Score: ____
- Worker Score: ____
- Community Score: ____
- Environment Score: ____

Is the institution **ELIGIBLE** for B Corporation Certification?

(Note: an institution is eligible if it receives an overall rating of 80 or above)

Has the institution completed a **B IMPACT ASSESSMENT?**

Has the institution received either a **GIIRS IMPACT RATING** or **B CORP CERTIFICATION?**

Additional related tools and resources:

[Training Series](#)

Additional related tools and resources:

[Universal Standards Manual](#)

[Universal Standards Implementation Guide](#)

[Annual Implementation Survey Findings 2013](#)

Additional related tools and resources:

[B-Analytics Platform](#)