

## **Business in the Community –Donor Charter**

### **For Donors**

Donors have the right to be assured that their gifts will be used for the purposes for which they were given.

Business in the Community respects the rights of donors to be informed about the causes for which Business in the Community is fundraising; to be informed about how their donation is being used; and to have their names deleted from mailing lists or databases if so requested.

### **Use of Donations**

In raising funds, Business in the Community will accurately describe its activities and needs. The organisation's policies and practices will ensure that any donations received will be used solely to further the organisation's mission. Where donations are made for a specific purpose, for example towards a specific thematic fund, the donor's request will be honoured. If Business in the Community invites the general public to donate to a specific cause, then it will have a plan for handling any shortfall or excess.

### **Disclosure**

Donors have the right to be informed of the status and authority of those soliciting donations. Business in the Community does not use paid third party agents.

### **Organisational Independence**

Business in the Community will record and publish in the Annual Report and the Statement of Annual Accounts details of individual gifts, including gifts-in-kind, where Business in the Community judges that those gifts may be construed to have the potential to influence the independence of the organisation's decision making. Where anonymity is requested by a donor this will be respected, however the other details of the gift will be recorded and published (such that anonymity is preserved).

### **Volunteers**

Business in the Community's board and management has a detailed policy for its activities involving volunteers, including the relationship and communications with volunteers and how volunteers are managed.

### **Complaints and feedback procedure**

Business in the Community has put in place procedures to enable interested parties to notify the organisation of their wishes, comments and complaints. In the first instance, please contact Ann Howgego, with any issues (Tel: 01 874 7232) or by email [ahowgego@bitc.ie](mailto:ahowgego@bitc.ie)). Where

Business in the Community's response does not satisfy the complainant, the CEO and, if necessary, the FAIG sub-committee and ultimately, if necessary, the Board will review the complaint. The mailing address is 32 Lower O Connell Street, Dublin 1. The person may also go to the Charities Monitoring Group if they are not satisfied. All matters of illegality should be addressed immediately to An Garda Síochána.

### **Financial Controls**

Business in the Community seeks to be best in class in governance issues and will follow the principles of best practice in financial management. A sub-committee (FAIG) of the board oversees internal financial control procedures and the Board of Business in the Community will ensure that all monetary income is used effectively and will minimise the risk of misuse. An Annual Report and a Statement of Annual Accounts figures will be freely available to the public. Audited accounts are prepared in SORP format.

### **Human Resources**

Business in the Community's human resource policies conform fully to national and international labour regulations. These policies will seek to apply best practices in terms of employee and volunteer rights and health and safety at work. Business in the Community, with its sister agency The Community Foundation for Ireland has achieved an 'Excellence through people' award which covers many of the organisation's internal governance and HR issues.

### **Equality**

Business in the Community will adhere to equality legislation and will not tolerate discrimination in any form.

### **Appointment of external auditor**

The Foundation's board shall appoint an external auditor as appropriate to audit/examine the annual accounts.

Additional information about fundraising codes is available on <http://www.ictr.ie/content/fundraising-codes-practice>

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