



Ethical Governance Policy

Policy and Standard Operating Procedure

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1. The Charity's Purpose

Operation Florian is a charitable organisation that promotes the protection of life amongst communities, especially divided communities, in need in any part of the world by the provision of equipment, training and advice to establish or improve fire fighting and rescue capabilities. This is carried out on the basis of sustainability, be delivered equally and be accessible equally regardless of race, colour, gender, creed, religious and political beliefs anywhere in the world.

2. Funding

The services and activities provided by the charity is as a result of fund-raising efforts by members and volunteers, donations received, testaments from wills, gifts and grants. In all cases the fundraising efforts will be aimed at achieving the specific purpose above and be allocated to specific projects.

All fundraising efforts will meet the same standards required of any delivery activity of the Charity. To this end those carrying out the fundraising will be clearly identifiable, the purpose for the funds use be made clear to those giving, the dress and standards of behaviour be consistent with the Charity's purpose. To assist, the Charity will provide adequate public liability insurance to protect and indemnify the Charity from untoward, unexpected or unwarranted outcomes.

Operation Florian will comply with Charity Commission best practice when fundraising and will return any unused specific donations back to the donors should any project not materialise.

All activities will be subject to a risk assessment in advance and a log made of the assessment (copy to be held by the Administrator) at least one month in advance of the event or project.

The Treasurer will maintain suitable records so as to be able to adequately demonstrate the funds raised and the purpose to which they have been put.

No more than 20% of all funds raised will be used for general administration and support activities. It is permissible to use the Charities funds to leverage greater benefit and this may involve some acceptable risk however where this is the case the specific proposal must be presented to the Trustees and achieve 75% approval.

3. Working with partners

Some of the work is carried out by the charity on its own and sometimes in partnership with others. This can either be by an approach we make or following specific requests from other organisations and agencies (such as UK Government or other charities). In such cases the Trustees will consider the ethical match of both organisations and the proposed project so as to ensure the joint work meets the fundamental purpose of this Charity.

4. Our people and Membership of the Charity

Operation Florian is a charity that requires members and volunteers to deliver its purpose. Volunteers and members will be required to formally agree to serve the Charity faithfully and to agree to meet its purpose especially as it applies to its equality and diversity practices. This is especially important as the Charity, in meeting its aim to deliver sustainable

assistance to sometimes divided communities, requires volunteers and members to understand that purpose and deliver both the explicit aims of the project but also the implicit aims of the Charity equally to all recipients.

Volunteers that deliver these services may be any member of the community and often are serving or recently retired fire service personnel. The Charity will seek suitable serving fire service personnel to be seconded from their individual Fire and Rescue Services as part of staff development opportunities, and will, where possible with the specific project funding arrangements, recompense employers at an agreed appropriate level.

Members and volunteers will be recompensed reasonable costs subject to a correct claim with receipts being provided and authorised by the Project Manager however other than arrangements made to support the release of specialist personnel from fire and rescue services time will be freely given.

5. Taking risks

The Charity ensures that all the volunteers understand the risks and hazards (and the control measures) associated with the respective missions, are suitably trained and equipped and protected by a safe working environment. To assist the Trustees will have specific references similar to any organisation. The Trustees are responsible for the health, safety and welfare of the volunteers and members delivering any Operation Florian agreed project/fundraising event or other agreed activity. It is the duty on everyone to comply with any advice and guidance provided by the Trustees or insurers.

Operation Florian may deliver its purpose in areas that have suffered from the ravages of war or other deprivation. There are therefore some remaining risks and all volunteers and members are advised to seek personal cover from an accredited insurer. Where possible the Charity will indemnify each specific project to provide some protection, however as with all insured risks there are, on occasions, significant difficulties securing suitable cover. In such cases the Project Manager will advise the members and volunteers accordingly.

In response to that commitment volunteers and members will undertake to fulfil the purpose to an acceptable level of performance

6. Improving performance

The Charity aspires to be a learning organisation. It provides equality of opportunity to its members and volunteers and will ensure that they are treated fairly openly and honestly by all other members of the Charity and recipients.

The Trustees are approachable and make themselves available to all, and the members and volunteers are permitted to have an input into the direction of a specific project or the charity as a whole. Trustees may be approached at any time directly or where not immediately available through the administrator.

Members and volunteers must be open and honest about their own and colleague's performance and must always support the ethos of the charity. They must be prepared as individuals to deal with any inappropriate behaviour quickly to prevent any embarrassment or conflict with the Charity purpose or ethos. They should record any actions taken and report the matter to the relevant Project Manager or any of the Trustees.

7. Rewards and Personal Gain

No Trustee, member or volunteer should seek personal gain from either the charity or the charities activities. They must carry out their work with due diligence and their behaviour should encourage a positive image of the charity.

Members of this Charity will not seek reward for the work carried out. However, if reward is offered it should not be accepted without first advising the relevant Project Manager (who will seek advice from the Chair or President before acceptance). All offers will be considered fairly by the Trustees and a justification sought that properly reflects suitable recognition for the volunteers' efforts. In some occasions, the Trustees may consider amending the award or advising the donor of a more suitable recognition. Members and volunteers will comply with that direction provided.

In all cases the recognition will be made public and notification will be placed on the Charity website.

Trustees cannot personally gain from the Charity and must comply with the governing document and constitution. Operation Florian is committed to the Charity Commission best practice on this issue. Trustees can claim legitimate reasonable expenses in their work in support of the Charity subject to any limitations agreed by the Board of Trustees.

8. Complaints and Praise

On occasions Operation Florian and its members or staff make mistakes. Sometimes those mistakes may lead to a complaint from a member of the public, a recipient, a donor or any other member of the Charity.

We take all complaints seriously and each will be addressed wherever received to the Administrator who will ensure each complaint is logged and the complainant advised of receipt. After consultation with the Chair or President the Administrator will provide a copy of the complaint and all relevant background papers to the appointed Trustee. The Trustee will be responsible for maintaining contact with the complainant, for responding with a formal response within 28 days and where necessary recommending any further action.

Where the complaint reflects on any individual's performance they should be given ample opportunity to have their say and their response considered along with any other evidence.

In all cases a log will be kept of all complaints and progress made towards resolution. The administrator will provide a record of all complaints made and action taken to the Trustees at their regular meetings. The Trustees will consider the outcomes of any complaints and ensure an adequate response to prevent any such issue being raised again.

The Administrator will equally inform the trustees of all praise and recognition received by the Charity for its activities. These will be recorded on the Website.

Data Protection

The Charity operates a separate data protection policy.

Further documents to be read in conjunction with this Policy

Membership Policy
Charity's Constitution