



## OPEN INFORMATION POLICY

**Christian Aid – want to know, need to know**

**Who makes the decisions at Christian Aid? What's our policy on HIV? How do we evaluate the work of our partners? Where does our money go? What do you really want to know about Christian Aid? Read here about our open information policy.**

The people and organisations to whom we are accountable, and on whose support we rely, have a right to answers. That means not only in Britain and Ireland – from Christian Aid Week collectors to government departments and major donors – but also overseas, including our partners and the people with whom they work.

You are the ones who make our work possible, so we need to make sure you know how effective we are. It is also important that the poor and marginalised people with whom our partners work receive comprehensive and understandable information.

The basic premise of our open information policy is that being open is good practice, both for us as we aim to improve our performance and accountability and for those who want to know more about Christian Aid.

Listed below are the main areas of information that can be accessed quickly and easily either via our website, using the online order form below or on request.

- **The basics:** our organisational set-up, how and where we work, numbers of staff and overseas partners, our vision of a 21st century world free from poverty and injustice, our analysis of poverty and how to end it, and the principles that underpin our work.
- **Governance and management:** the people who make the decisions, including of directors' biographies, our Board of Trustees and their particular areas of responsibility.
- **Organisational policies:** our policies on gender plus some of our human resources
- policies, for example, on equal opportunities and retirement.
- **Strategies and plans:** our goals for the next five years, and how we plan to deliver them.
- **Finances and performance:** our annual report and report-backs on what we've achieved in the year.
- **Feedback and complaints:** how to let us know what you think and how to complain if you need to.

We also encourage our partners – local organisations that we fund to work with poor and vulnerable communities – to make information available to those communities. As they do so, they take into consideration the security of both partner staff and the communities themselves. When presenting information, as listed below, we encourage partners to do it in languages and media accessible to local people:

- our partners' organisational background and mandate
- the objectives and timing of the projects we are supporting through that partner
- how beneficiaries are chosen and what they will be getting from the partner
- contact details for each project
- regular reports on project progress
- basic financial information and regular financial reports
- dates and locations of key events open to community participation
- complaints-handling procedures.

We do not disclose everything. Some things are confidential. For example:

- the names and details of our supporters, donors, partners or staff
- intellectual property or other information provided to us under obligation of confidentiality
- legal matters or issues under negotiation
- information concerned entirely with internal administration or operating systems.

Nor will we make public things that could compromise our ability to raise funds, be used maliciously against us, seriously damage our reputation or interests as a charity, or which could threaten the safety of people with whom we work – a clear danger in many countries.

We also have to keep an eye on costs and work within our capacity to respond to requests, which means we may not be able to provide answers to everything. So we retain the right to say how much or little information we're able to provide in response to queries.

Otherwise, the door's open. Tell us what you want to know. Here's a full list of the documents you can request, either by emailing [info@christian-aid.org](mailto:info@christian-aid.org) or filling in the form below. Some of them are on the Christian Aid website, listed here as links.

### **The basics about Christian Aid**

<a href="#">Our essential purpose and values</a>	Website
Organisational structure	On request
'About us': <a href="#">Who we are and how we work</a>	Website
<a href="#">A brief history of Christian Aid</a>	Website
<a href="#">Justice to Poverty</a>	Website
<a href="#">No Small Change</a>	Website
<a href="#">Christian Aid Statement of Accountability</a>	Website
Christian Aid and partnership	On request
Partnership selection criteria	On request

## Governance and management

<a href="#">Our Board of Trustees</a>	Website
<a href="#">Our director and associate directors</a>	Website
Our auditors, bankers, investment managers and regulators (available in the <a href="#">Annual Report</a> )	Website

## Organisational policies

How we develop the capacity of overseas partners (Corporate capacity development policy)	On request
Corporate gender policy	On request
Disclosure policy (protection of children, young person and vulnerable adults)	On request
Human Resources policies on equal opportunities, disclosure, retirement	On request
How we evaluate our overseas programmes (Evaluation policy)	On request
Health and safety policy	On request
Retirement policy	On request
Staff code of conduct	On request
Travel policy for staff and supporters	On request
Why Christian Aid does not do child sponsorship	On request
Staff guidelines on HIV	On request
Data protection	On request

## Strategies and plans

<a href="#">Turning Hope Into Action: our strategic framework for 2010-12</a>	Website
Corporate strategy: HIV (summary version)	On request
Corporate strategy: Secure Livelihoods (summary version)	On request
Corporate strategy: Strengthening the Organisation (summary version)	On request
Corporate strategy: Accountable Governance (summary version)	On request
Corporate strategy: Economic Justice (summary version)	On request
Corporate strategy: Churches North and South (summary version)	On request
Corporate strategy: Communication (summary version)	On request

## Finances and performance

<a href="#">Annual Report</a>	Website
<a href="#">Annual review</a>	Website
Annual grants list	On request
Annual audited accounts (contained in the <a href="#">Annual Report</a> )	Website
<a href="#">Findings from strategic area studies plus management response</a>	Website
Major institutional donors (contained in the <a href="#">Annual Report</a> )	Website

## Feedback and complaints

Christian Aid's procedures for handling supporters' enquiries, including complaints	On request
Complaints and response policy and procedures for Christian Aid's International Programmes	On request

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