



Open information policy

ADRA Denmark

January 2018

Approved AdCom August 5, 2019

Approved by ADRA Board August 21, 2019

Introduction

This policy has a double purpose:

1. To guide all staff and the whole organisation for open sharing of information.
2. To inform people outside ADRA Denmark what they can expect or demand, in terms of information, from ADRA Denmark.

This policy describes how and what minimum information ADRA Denmark will share proactively with the general public, following the principles of availability, integrity and confidentiality (in priority order).

ADRA Denmark is committed to the principle of transparency in our operations. Furthermore,

1. ADRA Denmark believes that the timely free flow of information in simple and accessible language, form and format is essential for ensuring accountability, learning, trust and effectiveness.
2. ADRA Denmark believes in being transparent in our work and accountable to our key stakeholders, in Denmark and overseas, with our partners, donors, staff, suppliers, and host governments around the world.
3. ADRA Denmark keeps an eye on costs and works within our capacity to accommodate requests, which means we may not be able to provide answers to everything. Hence, we retain the right to say how much or little information we are able to provide in response to queries.

Information to be shared freely and openly

The following categories of information will be shared freely, openly and proactively:

1. **Fundamentals**
Our vision, mission, values, goals and objectives, legal registration and status and registered office address.
2. **Governance & key staff**
Names and brief biographies of Board members, Chairperson, Country Director and Management Team members.
3. **Organisational procedures and policies**
Key decision-making process in terms of selection of Board members; staff recruitment, and budget approval as well as organisational policies, e.g. Procurement policy, Fraud, whistle-blowing and complaints policy, Safety and security policy, Evaluation policy, and Gender policy.
4. **Organisational plans and strategies**
ADRA Denmark's strategies for programme work and communication & fundraising.
5. **Performance**
Lessons, achievements, success, failures, constraints, and innovations, through annual reports, review reports and audit statements.

6. **Staff**
HR statistics (# of staff, gender); staff costs and benefits, structure of departments, allowances.
7. **Funds and finance**
Types, proportion and absolute figures of income; sources of income, expenditure by categories; staff costs, support costs, programme cost, fundraising cost, administration cost.
8. **Relationships**
Key relationships we have in terms of which groups, partnerships, networks, coalitions, and alliances we belong to and work with, who we receive money from, in what we invest our money, who are our bankers, auditors, lawyers.
9. **Issue-based positions**
Our guiding thinking and positions on issues related to our mission, objectives and strategies.
10. **Grievances**
Guiding and decision-making policies and procedures related to how we receive and deal with grievances, whistleblowing, and how we receive complaints and comments from within and outside our organisation.
11. **Feedback**
A regular presentation of our stakeholders' view of us and our performance through review reports.

Exclusions

There will be certain circumstances in which the level of detail will be restricted. These will be judged on a case by case basis when one or more of the following circumstances apply:

- When it is considered that detailed disclosure might put the personal safety of ADRA staff, partners, or beneficiaries at risk (e.g. in an unstable political, or social, environment)
- When it is considered that disclosure might put the work and assets of ADRA Denmark or a partner organisation at risk (e.g. in an environment where human rights activities are suppressed by government sanction, official or otherwise)
- If the information is commercially sensitive (e.g. tendering)
- Where we consider that the cost of disclosure, whether as a time cost or a monetary cost, would be disproportionate to the request, we may decline disclosure but will explain that this is the reason. For example, we may decline to provide information to requests made in Denmark about our international programme work in other countries where this would take up significant staff time in our programme.
- When an agreement to protect donor anonymity applies to a specific project or activity
- Information relating to organisational plans under development
- Personal details of our beneficiaries, supporters, partners, donors and staff
- Legal matters under negotiation
- Intellectual property or other information provided to us under obligation of confidentiality.

Documents and information available on our website

- About ADRA Denmark
- Our Mission and Vision
- Organisational structure
- A brief history of ADRA Denmark
- Our partners
- Our board of trustees
- Our directors
- Our Auditors, bankers and regulators
- Our complaints handling procedure
- Our Annual reports and audited accounts including list of grants and major institutional donors

How to make a request of information

Requests for additional information can be made in writing to:

ADRA Denmark, Concordiavej 16, 2850 Nærum, Denmark

or get in touch via e-mail (info@adra.dk)

We endeavour to respond promptly and without delay. All requests should be responded to within 30 days, unless there is a compelling reason why this is not practical.

Freedom of information

This policy is subject to Danish and European Union data protection and privacy legislation. Accordingly, we will not disclose data about living individuals where this is prohibited under applicable law.

Copyright: How can you use the information disclosed by ADRA Denmark?

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Any request to reproduce copyrighted material should be referred to info@adra.dk.

Communication with local communities - information to share

In our partner countries, ADRA Denmark works in collaboration with our implementing partner offices. Communities supported by ADRA offices (whether emergency relief or development assistance) should be provided with clear information about ADRA and its activities. Different

communication channels will be appropriate to provide this information in different contexts (e.g. via community meetings, in writing on posters/ brochures, through community representatives/elders, by radio etc).

Partnership Agreements developed between ADRA Denmark and the implementing partners underline the expectation on partners to have policies and procedures for information sharing in general and with the communities targeted through ADRA Denmark funded projects in particular. ADRA Denmark will, when relevant, provide support and encouragement to all partners in their effort to ensure that the following information is shared with communities receiving assistance.

Who is ADRA?	- ADRA basic information: organisational background and mandate (<i>see note 1 below</i>)
What is ADRA going to do?	- Objectives of the project - Timeframe and info on project activities
Where does the money come from for these activities?	- Name of donor
How can ADRA staff be recognised / contacted?	- Staff identification means (e.g. badge, jacket with logo) - Contact information (phone number, office location, liaison person as relevant)
How should ADRA staff behave?	- ADRA's values and expected standards of behaviour (<i>see note 2 below</i>)
How will community members be involved?	- Dates and locations for events open to community participation, consultation meetings etc. - Contact person / committee etc from the community
Who will be helped by ADRA and how will they be chosen?	- Beneficiary selection criteria and how they are assessed / checked
How can community members tell ADRA if they have a complaint?	- Ways of submitting complaints and how the procedure works
What other information will the community get from ADRA?	- When and how will progress updates be shared?
Is there anything else the Community should expect that might happen linked to ADRA's presence / activities?	- E.g. possible monitoring visit from donor looking for information? A press visit?
How does ADRA link with other stakeholders?	- Any relevant info on ADRA's cooperation / coordination with local government services / plans - ADRA's cooperation / coordination with other INGOs / NGOs working in the same area

Note 1 - Presenting ADRA

- ADRA is the global humanitarian organisation of the Adventist Church. It is a non-governmental organisation.

- Through an international network, ADRA provides relief and development assistance to individuals and communities in more than 130 countries—regardless of their ethnicity, political or religious affiliation, focussing its help to those who need it most
- ADRA acts a catalyst for change, inspiring, engaging and empowering people to strive together to overcome poverty and injustice, and managing the risks and impacts of disasters
- In [your location], ADRA’s work includes / will include [explain main project areas in simple terms as relevant to your location.]

Note 2 - What you can expect from ADRA staff

You should expect ADRA staff

- To give clear information and updates about the activities they are doing, including transparency on beneficiary selection criteria
- To act without discrimination and observe ADRA’s values of honesty, integrity, compassion, valuing the individual and respect for all people
- To refuse any bribes and not to engage in any fraudulent activity
- To safeguard personal information collected from communities and beneficiaries
- To uphold the **Red Cross Code of Conduct** <http://www.ifrc.org/Global/Publications/disasters/code-of-conduct/code-english.pdf> as well as the *ADRA Protection Policy Including Gender-Based Violence and Sexual Exploitation and Abuse* (Revised 2018).