Transparency Policy

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Transparency is one of the fundamental principles guiding all our actions.

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1. Introduction

Transparency is one of the fundamental principles guiding all our actions. We base our work on honesty, responsibility, and maximum access to information about the management of resources and the impact of the actions we are involved in, as pillars of a social and financial accountability. From this culture of transparency, we want to promote child-centred leadership, rooted in the attributes of childhood such as vulnerability, authenticity, and joy. These attributes inspire our work and allow us to connect our day-to-day organisational work with the purpose of the organisation, reflecting our commitment to building environments that are as open and transparent as children are, as well as being creative and innovative and promoting wellbeing.

Our commitment to transparency is embodied in our adherence to a number of external transparency and accountability standards: the Global CSO Accountability Standard, Core Humanitarian Standard (CHS) commitments, and the Fundación Lealtad, among others. In addition, the Spanish Transparency Law constitutes the legal framework of reference for our actions in this area.

On the other hand, our Global Impact Framework (GIF) 2020-2030 renews and reinforces Educo's commitment to transparency, mainstreaming it in the different work approaches it establishes. Within this framework, the Transparency Policy guides the implementation of our institutional commitment to the principle of transparency. It defines the guidelines and framework for all the work we carry out in order to promote transparency and access to accurate, relevant, and up-to-date information on Educo's actions, resource management and the impact of what we do.

1.1. Objective

The policy sets out the guidelines and commitments to a culture of transparency in all our institutional work, including management processes, implementation of internal policies, power relations and decision-making. This policy also sets out our commitment to publishing and sharing information in formats that are accessible and adapted to the needs and preferences of the people with and for whom we work.

It is a firm institutional commitment to transparency, which aims to:

- Foster trusting relationships with our stakeholders, both internal and external.
- Facilitate the participation and feedback of our stakeholders in our activities and decision-making processes, in order to refocus strategies and improve our action.
- Enable our stakeholders to hold us accountable for our actions.
- Ensure communication and coordination with the different actors in the sector and/or in the same geographical area, in order to avoid duplicated efforts and guarantee the efficient use of resources.
- Develop collaborations and partnerships with other organisations and institutions, with the aim of broadening our reach and increasing our impact.
- Ensure resource traceability.
- Strengthen the recognition and reputation of the organisation.

1.2. Scope and coverage

This policy has a global geographical scope and is applicable to:

- Educo's human team: Educo's governing and management bodies, staff, volunteers, and interns.
- Local or international partner organisations with a formal contractual relationship with Educo, during the development of activities included in a program or project implemented in collaboration with Educo.
- People who participate in programs, projects, or other initiatives, in particular children and adolescents.
- People who collaborate (child sponsors, donors, supporters).
- Suppliers of goods and services.

1.3. Principles

This policy is guided by the following principles:

Best interests of children

Within the framework of the Convention on the Rights of the Child, the best interests of the child will be the primary factor in assessing different interests in decisions affecting children. In other words, even if disclosure of information is required, information will not be shared if it could have a detrimental effect on children.

Participation

Access to relevant and up-to-date information about our organisation is essential for facilitating and encouraging stakeholder participation and feedback on our work. This access is key to ensuring that the people we work with and for can hold us accountable for what we do and influence decision-making.

1.4. Related documents

- Ethical Code
- Code of Conduct
- Code of Good Governance
- Regulatory Compliance Code
- Monitoring, Evaluation, Accountability and Learning Manual (MEAL)

Accessibility

Educo is committed to sharing information in formats adapted to the needs of its different stakeholders, including children and adolescents, in order to facilitate their understanding and ensure easy access.

Fast response

Educo will manage all requests for information as quickly as possible and will inform the person requesting the information of the status of the procedure as soon as possible.

2. Access to information

Educo is committed to ensuring that all stakeholders have easy access to the necessary and relevant information about Educo, paying special attention to the following aspects:

Translations/Languages

- The strategic and institutional documents on our global website are published in English, French and Spanish.
- We are committed to sharing relevant and necessary information about Educo in the local languages of the communities we work in.

Adapted formats

We are committed to sharing information in formats adapted to the needs of different stakeholders, especially children.

Accessible language:

When sharing information with our external stakeholders, and especially in the case of people involved in our projects, we are committed to using simple, clear, and concise language, without technical jargon.

Accessible information

We are committed to ensuring that the information we publish on our global website on the topics detailed in this policy (see section 3.1) is easily accessible.

No over-information

We understand that too much information is detrimental to transparency and therefore we are committed to avoiding over-information, prioritising the information that is most relevant and useful to our stakeholders.

3. Transparency towards our external stakeholders

We are committed to promoting a culture of transparency towards all our external stakeholders, both the people we work with in the projects we carry out, as well as the people and organisations that fund us and the partner organisations we collaborate with.

Ensuring access to relevant and up-to-date information about Educo and the activities we carry out is fundamental to promoting real accountability towards the people and organisations that support us. Indeed, transparency towards the people who place their trust in us is a primary duty of the organisation and must be intrinsic to all our work. It is a way of acknowledging, respecting, and returning that trust, and is a prerequisite for stakeholder engagement and feedback. At the same time, we understand that proactively opening up to our stakeholders is key to fostering learning and ongoing improvement.

3.1. Information we publish

We publish all the information required by current legislation and required by our funders and the external standards we subscribe to.

Educo's global website (www.educo.org) is the main medium for publishing updated information that we deem to be relevant and necessary, including information on the projects we carry out and their achievements, learning and impact.

We proactively publish information on the following topics:

Information type:

- Our mission, vision, values, and principles
- Governing bodies
- Policies and institutional standards
- Our projects (Development, Humanitarian Action, Advocacy and Mobilisation and Social Research (DHAR))
- Strategies and work plans
- Financial information

- Our performance, achievements, and impact
- Feedback and complaints
- Who we work with and engage with, including program and project participants, partner organisations, alliances, companies, and public bodies.
- Our team
- Positions on issues related to our mission
- Information about our environmental impact
- Studies, analysis, and institutional research

This information is mainly found on:

- Educo website
- Accountability report
- Activity reports
- Annual financial statements reports
- Specific reports to meet external requirements, such as Corporate Governance Report

A detailed list of the information we publish, including external requirements and internal needs, is available in Annex 1 (Information we publish).

A complete list of Educo's websites and social media is available in annexes 4 and 5.

In addition, we apply a child rights, gender equality and inclusion approach in all our publications. According to our external publication guidelines, a review on the basis of these criteria is a mandatory step.

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Of course, all our communications comply with applicable data protection legislation, the security of individuals and operations, and confidentiality issues.

3.2. Transparency for the people we work with directly in our projects

Educo subscribes to a "dynamic accountability" approach that starts from the recognition of the inherent imbalance of power in relationships with the people we work with and for, and a commitment to do everything possible to address this. We believe this commitment is based on building a continuous, relevant, and meaningful dialogue with our stakeholders, starting with the implementation of transparency and access to information mechanisms.

All the people we work with directly in our projects must have access to the necessary and relevant information about Educo and the project, and we must be proactive in sharing this information. At the very least, we must ensure that they have access to:

1. Basic information about the organisation
2. Basic information about the project
3. Information about the implementation of the project
4. Information about the positive and negative impacts of the projects
5. Information about how to participate in the project and how to give feedback
6. Information about how to report an incident
7. Information for contacting the organisation
8. Information on project completion and sustainability

The minimum requirements that Educo has established for sharing information at the programmatic level are detailed in Annex 2 (MEAL Tool 6.1 - Participatory Plan for Transparency and Access to Information).

In addition to proactively sharing this information, we strive to consult with project participants about their needs and preferences for publishing information. This will allow us to define a participatory plan for transparency and access to information and identify accessible formats for different interest groups, including children and adolescents, people with functional illiteracy and people without internet access.

Similarly, the people we work with in our projects must be informed about Educo's minimum requirements with regards to publishing information.

3.3. Communication with donors and supporters

In addition to having access to all the information that we publish externally (see section 3.1), Educo regularly communicates with donors and collaborators and proactively informs them about the activities carried out and their results, the management of resources and the evolution of the organisation towards the fulfilment of its mission.

Our publications, events and communication campaigns are designed to raise awareness of our social work among the people, companies and institutions that collaborate with Educo, as well as among society in general. Our mission is to ensure that every child enjoys full rights and a dignified life, and to achieve this, it is essential to highlight the situation of children around the world.

The main means of communication we use to inform our donors and followers about Educo's social work and the problems affecting the children who participate in our projects are our websites, social media, institutional annual reports, Educo magazines, Educo blogs and newsletters, among others. In addition, collaborators have a private area on Educo's global website to manage their collaboration.

3.4. Where to request additional information

If the desired information is not available, additional information can be requested from the relevant country office or Educo's head office. Contact details for requesting additional information are available in Annex 3 (Contact details for requesting additional information).

We will respond to requests for information or report on progress to date as promptly as possible following receipt of the request.

We reserve the right to query the reason for requesting the information.

4. Internal transparency culture

At Educo, we assume that for anyone working in an NGO, being transparent in their actions means being honest and responsible in all their activities and decisions. Exercising transparency challenges each one of us directly, in what we do and say in our daily lives.

While there are documents that guide us and force us to do things in a certain way, this is not enough. In all cases, we must be guided by a willingness to understand our responsibility regarding our choice of suppliers, our relationship with the people we work with, with communities, with the people or organisations that trust us and donate to us. This includes being accountable from the first euro we receive and continually questioning how we can be more efficient with our resources. It also means promoting our relational wellbeing, building healthy relationships with other people, both within the organisation and in our relationships with other partners, and with the communities we work in.

4.1. The information we share internally

Educo is committed to promoting a culture of transparency for all the people who work for the organisation. In this regard, in addition to the information published externally, Educo is committed to ensuring that its internal stakeholders have access to:

- Information on the topics discussed and decisions taken at management team and Board meetings.
- Detailed information on progress against the objectives set out in the annual overall planning.
- Detailed information on the activities carried out, both programmatic and organisational, and their results.
- Information on changes in the team (new recruitments, promotions, dismissals, etc.).
- Detailed information on the financial situation of the organisation
- Information on the results of the internal and external audits carried out.
- Information on the work by the Board of Trustees
- Information on reported incidents

4.2. How we share information internally

We use different formats to share information internally, prioritising easy access and understanding.

The main means for sharing information with the Educo team are:

- News published on our virtual space, IRIS
- Access to documentation in the IRIS online space
- Briefings (virtual or in person)
- Minutes of meetings and summaries of proceedings
- Institutional monitoring reports
- Final audit reports
- Self-evaluation reports by the Board of Trustees
- Compliance Committee reports
- Team meetings

5. Roles and responsibilities in the application and implementation of the policy

Whole team

The whole Educo team has the responsibility to:

- Be familiar with the Transparency Policy and information channels and know who the reference persons are if necessary.
- Keep relevant information up to date and provide the necessary data for publication, in accordance with their position.
- Correctly manage and store work documentation to ensure that it is easily accessible.

Assess how to promote a culture of transparency and access to information in their area of work, based on the principles set out in this policy.

The Board of Trustees

It is the responsibility of the Board of Trustees to set the organisation's guidelines on transparency.

Management bodies

The management bodies (the Steering Committee at head office and the management teams in the country offices) should promote a culture of transparency throughout the organisation and encourage the exchange of information between areas and departments. They should also take a position on the information that Educo publishes, including its format and frequency.

Global Transparency Commission

There is a Global Transparency Commission[1], whose main duties are to:

- Share the Transparency Policy with the Educo team.
- Facilitate compliance with Educo's Transparency Policy through collaboration and coordination with Educo's functional areas to ensure the incorporation of good practices in transparency in work processes.
- Develop proposals for the Global Steering Committee regarding the information that Educo must publish in order to guarantee the transparency

1 Following the approval of this second version of the policy, the scope of the Transparency Commission will be global, and its composition will be modified to incorporate staff from Educo›s country offices so that they can make the problems of the country offices visible and participate in decision-making. The duties and other details are explained in the commission›s rules of procedure.

of its activity and to be accountable to its stakeholders for the fulfilment of its mission. The Global Transparency Committee will periodically carry out an analysis of those aspects to be improved and will make proposals to the Global Steering Committee on the actions needed to improve them.

- Periodically review the Transparency Policy in order to keep it up to date and propose any necessary modifications to the Global Steering Committee and the Board of Trustees when changes in the organisation require it.

Local partner organisations

Be familiar with the policy and apply its principles in the programs and projects that the local partner implements jointly with Educo.

6. Annexes

1. Information we publish
2. MEAL Tool 6.1 - Participatory plan for transparency and access to information
3. Where to request additional information
4. List of Educo websites
5. List of Educo social media accounts

6.1. Annex 1: Information we publish

We agree to publish, as a minimum, the following information.

Basic information about the organisation

- Postal address and email address
- Registration number in the register of interest groups in Catalonia
- Registration number of the organisation
- Structure of the group of organisations
- Geographical area the organisation works in
- Main lines and areas of action
- Description of the aims or purposes of the work of the organisation
- Main stakeholders

Our mission, vision, values, and principles

- Description of our mission, vision, values, and principles

Governing bodies

- Names, profiles, and experience of the members of the Board of Trustees and the Global Steering Committee
- Management and governance structure
- Retribution of management and administrative bodies
- Body responsible for the organisation's recruitment
- Composition of the Global Steering Committee, broken down by gender
- Composition of the Board of Trustees, broken down by gender
- Basic responsibilities of the Board of Trustees
- Other management, consultative or participatory bodies
- Evaluation system for the Board of Trustees and how often it is conducted
- Maximum term limits for trustee positions
- The age limit for being a member of the Board

- Number and dates of meetings of the Board of Trustees in the last year, and matters covered
- Percentage of trustees who have left the Board in the last four years
- Percentage of attendance in person at meetings of the Board of Trustees
- Selection system for members of the Board of Trustees
- Board members training
- Mechanisms for managing possible conflicts of interest between Educo and the members of the Board of Trustees
- Relevant changes for governance and accountability

Policies and institutional standards

- Statutes and specific regulations applicable to the organisation
- Code of Ethics and Code of Conduct

Our projects (Development, Humanitarian Action, Advocacy and Mobilisation and Social Research (DHAR))

- Project or program title
- Country/municipality/territorial area it is developed in
- Amount executed
- Local partners and/or collaborations
- Number of participants (direct and indirect)
- Profile of participants
- Criteria for the selection of participants
- Description of projects, with indication of the fulfilment of the objectives and municipalities/territorial area where they have been carried out.
- Examples of projects developed
- Activity reports for the last 3 years
- How we are accountable to external stakeholders
- Coordination with other actors in the same sectoral and geographic space

Strategies and work plans

- Main strategic lines of action

Financial information

- Audited financial statements for the last 3 years
- List of aid and grants awarded in the last 5 years
- Inventory of the organisation's assets
- Economic activity, products and services provided by the foundation, and the profile of its clients.
- Public list of public and private funding bodies
- Number of supporters and donors
- Commitment to communicate with persons/institutions making contributions for specific purposes (restricted funds).

- Financial investment policy
- Top five donors and monetary value of their contribution

Our performance, achievements, and impact

- Most significant achievements and impacts
- Description of how we evaluate the effectiveness of our projects

Feedback

- Description of available communication channels
- Accessible procedure and channel for suggestions, complaints, and commendations (SCC)
- Information about the main SCC received
- How we learn from the complaints and reported incidents we receive

Who we work with and interact with

- Public listing of the networks and federations to which the organisation belongs
- List of agreements signed with public administrations over the last few years

Our human team

- Number of volunteers
- Number of employees
- Ratio highest wage/lowest wage (Spain level)
- Measures to reconcile work and private life
- Measures for the prevention of occupational risks
- Internal communication channels
- Training plan and training actions
- Volunteer management
- How we are accountable to internal stakeholders
- Equality Plan

Information about our environmental impact

- Management of environmental impacts and measures implemented

Risk management

- Personal data management
- Accessible complaints procedure and channel

Suppliers

- Supply chain management
- Responsible purchasing criteria in the selection of suppliers

6.2. Annex 2: MEAL Tool 6.1

MEAL Tool 6.1 - Participatory plan for transparency and access to information.

6.3. Annex 3: Where to request additional information

COUNTRY	E-MAIL	TELEPHONE NUMBER	ADDRESS
Global	educo@educo.org	(+34) 93 300 11 01	C/Guillem Tell 47, 08006 Barcelona, España
Bangladesh	info.bangladesh@educo.org	(+880) (2) 41 080 858	Level 03, House # 30 CWN (A), Road # 42/43, Gulshan-2, Dhaka-1212
Benin	info.benin@educo.org	(+229) 21 30 40 40	Cadjèhoun, route de l'aéroport, 10 BP 70 Cotonou
Bolivia	info.bolivia@educo.org	(+591-2) 27 99 201	Av. Los Alamos #52, La Florida. La Paz, Bolivia
Burkina Faso	info.burkinafaso@educo.org	(+226) 25 37 51 68	Secteur 15 Ouaga 2000, Bd Kadhafi x Av El. Saliou Cissé. BP: 3029 Ouaga 01
Cambodia	info.cambodia@educo.org	(+855) 23 224 158	#30, Street 228, Sangkat Chatomuk, Khan Daun Penh
El Salvador	info.elsalvador@educo.org	(+503) 25 59 80 00	3ª Calle Poniente (Calle Schafik Handal), Entre 73 y 75 Av. Nte No. 3854, Colonia Escalón, San Salvador
Phiippines	info.philippines@educo.org	(+63) 52 48 12 100	Benny Imperial Drive (Alternate Road), Brgy. 18 Cabagñan West, Legazpi City, 4500

COUNTRY	E-MAIL	TELEPHONE NUMBER	ADDRESS
Guatemala	info.guatemala@educo.org	(+502) 22 96 76 26	Edificio Valsari, 6ta. Calle 1-36 zona 10, Oficina 302 y 303, Ciudad de Guatemala
India	info.india@educo.org	(+022) 26 61 07 43	B-301, Polaris Premises Co-operative Society Ltd. Off. Marol Maroshi Road, Marol, Andheri (East), Mumbai-400 059
Mali	info.mali@educo.org	(+223) 20 21 28 03	Quartier Sotuba, Face à l'école française Les Lutins, Bamako
Nicaragua	info.nicaragua@educo.org	(+505) 22 76 06 06	2da. Entrada a las Colinas, costado sur de la iglesia católica, Condominio Altos de las Colinas, casa 5, Managua
Niger	info.niger@educo.org	(+226) 20 72 72 55	Quartier Plateau, Boulevard Mohamed V Parcelle 1, Flot B, Niamey
Senegal	info.senegal@educo.org	(+221) 33 825 05 15	Mermoz Pyrotechnique Lot N°02, 3ème étage à droite, Dakar

6.4. Annex 4: List of Educo websites

Educo global website	www.educo.org
Educo Bangladesh website	www.educo.org.bd
Educo Bolivia website	www.educo.org.bo
Educo El Salvador website	www.educo.org.sv
Educo Philippines website	www.educo.org.ph
Educo Guatemala website	www.educo.org.gt
Educo Nicaragua website	www.educo.org.ni

6.5. Annex 4: List of Educo social media accounts

Facebook

Facebook Educo Bangladesh	www.facebook.com/EducoBangladesh
Facebook Educo Benin	www.facebook.com/EducoBenin
Facebook Educo Bolivia	www.facebook.com/EducoBol
Facebook Educo Burkina Faso	www.facebook.com/EducoBurkinaFaso
Facebook Educo El Salvador	www.facebook.com/educoSV
Facebook Educo Spain/head office	www.facebook.com/educoONG/
Facebook Educo Philippines	www.facebook.com/educoph
Facebook Educo Guatemala	www.facebook.com/EducoGuatemala
Facebook Educo India	www.facebook.com/EducoIND
Facebook Educo Mali	www.facebook.com/educomali

Facebook Educo Nicaragua	www.facebook.com/Educo-Nicaragua-854243804692006
Facebook Educo Senegal	www.facebook.com/educosenegal
Facebook Educo African region	www.facebook.com/EducoAfrique

Twitter

Twitter Educo Benin	www.twitter.com/EducoBenin
Twitter Educo Bolivia	www.twitter.com/EducoBol
Twitter Educo El Salvador	www.twitter.com/educosv
Twitter Educo Spain/ head office	www.twitter.com/educo_ong
Twitter Educo Philippines	www.twitter.com/EducoPH
Twitter Educo Guatemala	www.twitter.com/EducoGuatemala
Twitter Educo India	www.twitter.com/EducoInd
Twitter Educo Nicaragua	www.twitter.com/EducoNI

Instagram

Instagram Educo Benin	www.instagram.com/educobenin
Instagram Educo Spain/head office	www.instagram.com/educo_ong
Instagram Educo El Salvador	www.instagram.com/educoelsalvador
Instagram Educo Guatemala	www.instagram.com/educoguatemala
Instagram Educo India	www.instagram.com/educo_in
Instagram Educo Nicaragua	www.instagram.com/educo.nicaragua

Linkedin

Linkedin Educo Benin	www.linkedin.com/company/educo-bénin
Linkedin Educo Bangladesh	www.linkedin.com/company/72977042
Linkedin Educo Spain/ head office	www.linkedin.com/company/educo-ong
Linkedin Educo Philippines	www.linkedin.com/in/educo-philippines-people-and-culture-2932141bb

Youtube

YouTube Educo Bangladesh	www.youtube.com/channel/UCIUkcc--SByzbCR-AnX7Z3Q
YouTube Educo Benin	https://www.youtube.com/channel/UCHCpcAc5To2MR-oxHeU6D1Q/featured
YouTube Educo Bolivia	https://www.youtube.com/channel/UCGq5F0Kbtfbi4f3zvtU0_ew
YouTube Educo Guatemala	www.youtube.com/channel/UCPa6NE84plf6C_pB6ffX82Q
YouTube Educo El Salvador	www.youtube.com/channel/UCewylhi3S0jmjeYsoAkULPw
YouTube Educo Spain/ head office	www.youtube.com/c/educoong
YouTube Educo India	https://www.youtube.com/channel/UCbzh5cAZiy5-gUuXYIOgTCg
YouTube Educo Nicaragua	https://www.youtube.com/channel/UCEcMGv9-VDJjE6YaQ81Uz7A
YouTube Educo Philippines	https://www.youtube.com/channel/UCglwQiHT18ViXyQs8_JexSw

Tik tok

TikTok Educo El Salvador	https://www.tiktok.com/@educosv
TikTok Educo Spain/head office	https://www.tiktok.com/@educo_ong?lang=en

educo.org
@educo_ong
educoONG

educo
education heals