

## CISV's Working Principles for Good Governance

**CISV educates and inspires action for a more just and peaceful world.**

*Summary of CISV Statement of Educational Purpose*

**These principles apply to all persons working within CISV, whether they are volunteers or staff. They are adapted from "A Code for the Voluntary and Community Sector", first published in 2005 by the National Hub of Expertise in Governance in the UK.**

- 1. Focusing on CISV's purpose and outcomes for stakeholders**
  - We understand and are clear about CISV's purpose and intended outcomes;
  - We are all united by a belief in CISV's purpose and the desire to support its achievement;
  - We strive to ensure that participants and partners receive a high quality experience;
  - Our purpose defines and underpins everything we do;
  - We have a clear plan for the organization.
  
- 2. Performing effectively and creatively in clearly defined roles**
  - We clearly define roles and responsibilities;
  - We allocate roles and responsibilities fairly;
  - Everyone understands what is expected of them in their role and what they can expect of others;
  - We encourage people to give input and help define the specific goals related to their roles;
  - We recognise that each goal and action is connected to others and that if one is not achieved, it will affect the other.
  
- 3. Promoting our values for the whole organization and demonstrating them in the way we work**
  - We respect the purpose, policies and procedures of CISV;
  - We respect each other;
  - We are committed to cooperation and communication to achieve our purpose;
  - We support and help each other to achieve our goals and purpose;
  - We treat each other and our responsibilities with fairness and reliability;
  - When issues or conflict arise, we address them in a timely manner that is respectful and sensitive to the individuals, those who rely on them and the organization as a whole. Most issues are and should be addressed directly by the individuals involved. However, we provide the supports and systems to hear and resolve matters that cannot be resolved at first instance.
  
- 4. Making informed, transparent decisions**
  - We make decisions in a timely, fair and transparent manner;
  - We have and use timely and good quality information;
  - We have and use expert advice and support.
  
- 5. Developing the capacity of our working bodies**
  - Everyone has the opportunity to receive the training needed to fulfil their role;
  - We help people to develop in their roles;
  - We learn from our successes and our mistakes;
  - We recognize efforts and achievements;
  - Everyone should receive reasonable support to achieve their goals;
  - We welcome suggestions for improvement;
  - We seek to improve continuously by evaluating our plans and actions and applying results.
  
- 6. Making accountability real**
  - We take responsibility for our own actions and for helping each other;
  - Everyone who takes on a task expects and is expected to fulfil it and seek assistance should they find themselves unable to proceed;

- We understand that everyone has other aspects and demands in their lives which may affect their ability to fulfil their role;
- If someone is unable to fulfil his/her role, we help them to find a role better suited to them;
- We welcome suggestions, give them consideration and explain whether or how they are acted upon;
- We evaluate the achievement of each team and give guidance for any changes needed;
- We can see the changes made due to evaluation of our work.