

OXFAM in KOREA

Fundraising Policy

Oxfam is a movement of people against poverty. Our supporters are a critical part of this movement. Our vision is for a world in which people can influence decisions that affect their lives, enjoy their rights, and assume their responsibilities as full citizens of a world in which all human beings are valued and treated equally. This vision shapes how we approach our fundraising. Oxfam in Korea is a registered Korean Foundation, affiliated to Oxfam International via Oxfam Great Britain.

In this policy, fundraising refers to the engagement of individuals, companies, trusts and foundations in their voluntary financial support of Oxfam's work around the world and in the Korea. Through our fundraising activity we aim to inspire and engage people so that we can build long term relationships and together help bring about a world free from the injustice of poverty. We are committed to the highest standards in fundraising. Oxfam's approach to fundraising is driven by the 3 principles set out below:

- **Fairness** – treating all members of the public fairly and respectfully. This means respecting the wishes and preferences of supporters, empowering them to make a difference in the world while being mindful of and sensitive to any particular need that a supporter may have.
- **Inclusiveness** – we are open to everyone and embrace diversity. We believe everyone has a contribution to make change happen, regardless of visible and invisible differences. In making fundraising appeals the rights and dignity of our beneficiaries must be upheld at all times.
- **Accountability** – it is up to all fundraisers to take responsibility and care to ensure that their fundraising is happening to a high standard. We re-invest a small part of every donation in fundraising to secure future income.

Oxfam in Korea seeks to generate income and donations from a diverse, appropriate and sustainable range of resources to ensure it maintains its independence and does not become dependent on any single source of income. We seek to uphold the highest standards of practice in our fundraising and will:

- Comply with all relevant law and regulations such as “Korean Act on the Regulation of Donation Collections”.
- Treat the information that supporters provide to Oxfam in line with our Privacy Policy and never share or sell their personal information.
- Ensure clear governance and management controls for the legal, safe and transparent raising of funds from a diverse range of sources.
- Operate policy and guidance for working with supporters who are in vulnerable circumstances.
- Have clear rules for when donations may be returned to donors.
- Seek to engage with a diverse community of supporters.
- Report regularly to the trustees of Oxfam in Korea regarding fundraising activity.

It is the responsibility of managers in Fundraising to ensure that people in their teams are aware of the Oxfam Fundraising Policy and the regulatory environment in which Oxfam’s fundraising takes place. It is the responsibility of all staff in Oxfam’s Fundraising team to put this policy into practice and to be aware of how we want to work with supporters, building relationships for the long term. Oxfam in Korea will undertake to communicate this policy to all its stakeholders.

Accepting and refusing donations

Oxfam in Korea will accept unsolicited donations from any source, unless there is evidence that doing so risks harm to Oxfam’s mission to overcome poverty and suffering, or will cause significant damage to Oxfam in Korea’s integrity, public image or professional reputation.

All large donations from companies, foundations or individuals or where significant public association is proposed, are assessed under Oxfam’s ethical checking policy and process. This process aims to ensure that Oxfam Korea engages in mutually beneficial relationships with companies, foundations and individuals that do not substantially or wilfully undermine our cause, or risk damage to Oxfam’s reputation. Oxfam does not endorse or approve products or services of any company. A statement to this effect will be included alongside any

branding or promotion associated with the products. branding or promotion associated with the products. Oxfam in Korea complies with all relevant legislation such as “Korean Act on the Regulation of Donation Collections”.

Complaints

Oxfam in Korea values feedback from supporters and the public and takes comments seriously.

We will acknowledge a complaint about any aspect of our fundraising activity within 2 working days and aim to resolve complaints within 14 working days of receipt. If the complainant remains dissatisfied it will be referred to a more senior member of staff who will seek to resolve the issues.

To make a complaint about Oxfam in Korea's fundraising activity, email infokorea@oxfam.or.kr, call 1566-2707 or write to Eum Building 301, 24 – 20, Jahamunro, Jongno-gu, Seoul, Korea.

Within OXFAM In Korea's senior management responsibility for this policy lies with Mrs Kyung Young Chi, C.E.O. of Oxfam in Korea.

Oxfam in Korea Supporter Charter

Oxfam in Korea's supporters are at the heart of our work. You make possible our vital work with some of the world's poorest communities. Every donation we receive, regardless of how big or small it is, makes a difference. Without you, Oxfam would not be able to:

- Respond rapidly to emergencies around the world.
- Help people work themselves out of poverty.
- Campaign to change the things that keep people poor.

This supporter charter is designed to inform you about how we work and what you can expect when you support Oxfam.

We respect and value you:

- We will never share or sell your name, address or other personal information.
- We are honest and transparent at all times. We acknowledge when we make mistakes and we put things right.
- If you tell us that you don't want to be contacted in a certain way, we take notice and honour the request.
- We welcome and actively encourage feedback and make it clear how you can get in touch with us. We regularly use this feedback both to improve and enhance our fundraising and engagement campaigns.

When you support Oxfam we promise to:

- Administer your donation efficiently putting your gift to work quickly.
- Acknowledge and welcome all new supporters and provide information and insight about Oxfam's work.
- Use your donation wisely and responsibly. If you choose to support a specific Oxfam programme, such as funding for certain emergency programmes or Oxfam's Project Direct from Oxfam's donation page, we will respect your choice.
- Keep you up to date on how your support is helping to change the world for some of the world's poorest communities.
- Wherever possible, communicate with you in ways that you prefer, adapting them to suit your needs. Or we won't communicate with you if that is your choice.

When you contact us by phone, e-mail or letter we promise to:

- Respond to your enquiries in an open, honest, courteous and professional way.
- Provide a response to your questions, guaranteed within three days (and usually sooner) or let you know when you can expect a response if we need to obtain information from our offices overseas.
- Treat your information in a safe, secure, sensitive and confidential way.

If you are dissatisfied with us and have a reason to complain we promise to acknowledge any complaints within 2 working days and respond fully within 14 working days via your preferred method of contact.

The Supporter Relations team can be contacted on email : infokorea@oxfam.or.kr, call 1566-2707 or write to Eum Building 301, 24 – 20, Jahamunro, Jongno-gu, Seoul, Korea.

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