Burohelp

BUROHELP IMPACT & HOURS VERIFICATION PROTOCOL

This Protocol governs how Nonprofits, Volunteers, and Users must record, verify, and substantiate operational hours in the **Burohelp Time Bank**, ensuring transparency, integrity, and compliance with donor, ANBI, and legal standards.

1. Definitions

- **"Foundation"** — Stichting Burohelp.
- **"Time Bank"** — the Burohelp system for registering, validating, and reporting hours.
- **"Nonprofit"** — an ANBI/PBO/NGO using the Platform.
- **"User"** — any individual entering hours (volunteers, staff, representatives).
- **"Supervisor"** — a designated Nonprofit representative responsible for validating hours.
- **"Verification"** — the process of reviewing hours, activities, evidence, and documentation.
- **"Impact Data"** — anonymised or aggregated information derived from Time Bank entries.
- **"Audit"** — a deeper review initiated by the Foundation or authorised donors.

2. Purpose of the Protocol

The goals of this Protocol are to:

1. Ensure that all hours logged in the Time Bank reflect **real, measurable work**.
2. Prevent misuse, fraud, or inflation of activities.
3. Provide donors with **transparent, traceable, and verifiable insights**.
4. Support accurate nonprofit reporting, SDG alignment, and funding allocation.
5. Protect the integrity and public-benefit mission of the Foundation.

This Protocol is legally binding for all Nonprofits and Users.

3. Structure of the Time Bank

The Time Bank operates on the following hierarchy:

3.1 Projects

A structured initiative aligned with the Nonprofit's mission and with clear public-benefit goals.

3.2 Activities

Specific tasks performed under a Project.
Examples: beach cleanup, food distribution, administration, mentoring.

3.3 Hours

The smallest unit of impact. Hours must be:

- logged truthfully
- tied to a specific activity
- verified by a Supervisor

4. Logging of Hours - User Requirements

Users entering hours must comply with the following rules:

4.1 Hours must represent **actual time worked**.
4.2 Hours must be logged within **14 days** of completion.
4.3 Descriptions must be truthful, complete, and relevant.
4.4 Duplicate or overlapping entries are prohibited.
4.5 Users must provide evidence if required (photos, logs, documents, video).
4.6 Users must respond to verification requests within 7 days.

Misrepresentation may result in account suspension or termination.

5. Nonprofit Responsibilities

Nonprofits must:

5.1 Appoint at least **one Supervisor** responsible for validation.
5.2 Ensure Projects and Activities are correctly set up and described.
5.3 Confirm that hours align with legal and PBO/ ANBI-compliant activities.
5.4 Enforce evidence requirements where appropriate.
5.5 Maintain internal oversight to prevent misuse.

5.6 Respond to verification requests from the Foundation within 7 days.
5.7 Maintain documentation for at least **7 years**.

6. Supervisor Responsibilities

Supervisors must:

6.1 Verify each hour entry for:

- accuracy
- reasonableness
- compliance
- relevance to the Project

6.2 Reject entries that are:

- incomplete
- inflated
- unverifiable
- inconsistent with project scope

6.3 Cooperate with audits and requests from the Foundation.

7. Evidence Requirements

Evidence may include:

- photos (with timestamp where possible)
- attendance sheets
- GPS data (optional)
- documents or reports
- communication logs
- receipts (if financial relevance applies)
- screenshots for online work
- recorded videos

The Foundation may require additional evidence for high-risk activities.

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8. Verification Process

The Foundation uses a **multi-layer verification process**:

8.1 Basic Verification (Nonprofit Level)

- Supervisor checks
- Activity relevance
- Basic reasonableness
- Evidence requirements met

8.2 Foundation Verification (Automated & Manual)

Checks may include:

- algorithmic detection of anomalies
- duplicate hour detection
- unusual activity patterns
- high-volume submissions
- geographic inconsistencies
- timestamp irregularities
- missing evidence

8.3 Escalated Verification

Triggered when:

- inconsistencies are detected
- a donor requests deeper review
- risk indicators are triggered
- reports from other users are submitted

May include:

- direct communication with Nonprofit
- submission of additional documentation
- interviews with volunteers
- spot-check site verification (if feasible)

9. Audits

Audits may be initiated by:

- the Foundation
- strategic donors
- regulatory needs
- anomaly detection systems

Audits may include:

9.1 Review of:

- Project structures
- Activity definitions
- All logged hours
- Supervisor validation patterns
- Evidence and documentation

9.2 The Nonprofit must provide requested records within **10 days** unless legally prohibited.

9.3 Failure to cooperate may result in suspension of:

- funds
- Time Bank access
- Platform participation

10. Fraud and Misuse Policy

Misuse includes:

- recording hours not worked
- inflating hours
- using the Time Bank for personal benefit
- misrepresenting activities
- manipulation by Supervisors
- coordinated fraudulent submissions
- uploading falsified evidence

Consequences may include:

- immediate suspension
- deletion of hours
- removal of Nonprofit from the Platform
- withholding or clawback of funds

- reporting to authorities if required
- civil recovery of misallocated funds

11. Donor Visibility & Transparency

Donors receive access to:

- aggregated impact insights
- SDG-aligned summaries
- distribution over time
- sectoral/themes analysis

Donors **never** receive:

- personal data
- photos with identifiable individuals (unless consent exists)
- sensitive information
- direct access to Users or Volunteers

12. Data Protection

12.1 Personal data is processed according to the Privacy & Data Protection Policy.
12.2 Evidence containing personal information must comply with GDPR/AVG standards.
12.3 Nonprofits are independent data controllers for data they upload.

13. Funding Integration

The Time Bank feeds into Burohelp's donation allocation model.
Hours validated under this Protocol may determine how donors distribute:

- direct financial support
- operational grants
- thematic funds
- corporate CSR contributions
- impact-linked funding

False entries may invalidate allocations.

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14. Error Correction

14.1 Users may correct entries within 14 days of entry.
14.2 Supervisors may correct errors at any time.
14.3 The Foundation may correct or delete entries if inaccurate or non-compliant.

15. Appeals

Nonprofits may appeal decisions related to:

- hour rejection
- suspension of Time Bank access
- funding freezes
- audit findings

Appeals must be submitted in writing within **14 days**.

The Foundation will respond within **30 days**.

16. Amendments to the Protocol

The Foundation may update this Protocol as needed.
Changes will be communicated to Nonprofits.
Continued use of the Platform constitutes acceptance.

17. Governing Law

This Protocol is governed by the laws of the **Netherlands**.

Disputes shall be submitted to the **competent Dutch court**, unless otherwise agreed.

18. Adoption

Adopted by Stichting Burohelp on the 30th of November 2025