Burohelp

BUROHELP IMPACT INSIGHTS STANDARDS

This document defines the standards, metrics, structures, and validation rules for producing **impact insights** derived from the Burohelp Time Bank. These insights support Nonprofits, Donors, and regulatory-aligned reporting frameworks such as the **Sustainable Development Goals (SDGs)**, **ESG themes**, and **CSRD-aligned disclosures**.

This policy ensures that all impact insights are reliable, transparent, verifiable, and aligned with public-benefit goals.

1. Definitions

- **"Foundation"** — Stichting Burohelp.
- **"Time Bank"** — the Burohelp system for recording nonprofit operational hours, activities, and evidence.
- **"Nonprofit"** — any ANBI/PBO/NGO participating in the Platform.
- **"Impact Insights"** — aggregated, anonymised, or thematic summaries of activities and hours.
- **"SDG Mapping"** — classification of activities according to UN Sustainable Development Goals.
- **"ESG Themes"** — Environmental, Social, and Governance categories used in corporate reporting.
- **"CSRD Alignment"** — compliance with EU Corporate Sustainability Reporting Directive insight structures.
- **"Validated Hours"** — hours approved through the Foundation's verification protocol.
- **"Projects"**, **"Activities"** — structured work items submitted by Nonprofits.
- **"Evidence"** — supporting photos, logs, or documents uploaded to the Time Bank.

2. Purpose of These Standards

These standards ensure:

1. Reliable and traceable impact measurement.
2. Transparent and consistent insight generation.
3. Valid integration of impact data into donor ESG/SDG/CSRD processes.
4. Protection of personal and sensitive data.
5. Compliance with ANBI/public-benefit reporting requirements.
6. Avoidance of misleading, exaggerated, or unverifiable claims.

Burohelp

3. Scope of Application

These standards apply to:

- all Nonprofits registered in the Time Bank;
- all Users logging hours;
- all impact dashboards and insight exports;
- all donor impact briefings;
- all external communications referencing Time Bank data;
- all SDG/ESG/CSRD-aligned materials produced by or through the Foundation.

4. Data Sources Used in Impact Insights

Impact insights may only be generated using:

4.1 Validated Time Bank Data

Including:

- number of hours
- type of activity
- SDG category
- location
- evidence (where applicable)

4.2 Project-Level Metadata

Descriptions, categories, public-benefit classification, goals.

4.3 Nonprofit-Submitted Information

Provided it complies with verification requirements.

4.4 Aggregated Platform Metrics

Such as:

- number of active volunteers
- number of supported Nonprofits
- sector distributions
- geographic distributions

Personal data is always excluded unless legally permitted and explicitly consented.

Burohelp

5. SDG Mapping Standards

Each Activity must be mapped to **at least one** SDG based on verified relevance.

The Foundation recognises all SDGs as extremely relevant:

- SDG 1 — No poverty
- SDG 2 — Zero Hunger
- SDG 3 — Good Health & Wellbeing
- SDG 4 — Quality Education
- SDG 6 — Clean Water
- SDG 7 — Clean Energy
- SDG 11 — Sustainable Cities
- SDG 12 — Responsible Consumption
- SDG 13 — Climate Action
- SDG 14 — Life Below Water
- SDG 15 — Life on Land
- SDG 17 — Partnerships

SDG Mapping Rules

- Nonprofits must select SDGs that genuinely reflect the activity.
- The Foundation may correct misclassified SDGs.
- Activities cannot be mapped to SDGs solely for reputational benefit.
- Evidence must support SDG relevance when required.

6. ESG Theme Mapping Standards

Impact Insights may classify activities by:

6.1 Environmental (E)

- restoration projects
- cleanup efforts
- habitat protection
- water quality improvement
- climate resilience

6.2 Social (S)

- community support
- refugee assistance
- education, training, health and care support

6.3 Governance (G)

- nonprofit strengthening
- organisational capacity building
- transparency and compliance work

ESG classification must be based on clearly documented project characteristics.

7. CSRD-Aligned Insight Standards

The Foundation does not produce CSRD reports but provides **insert-ready insights**, including:

7.1 Activity-Level Metrics

- hours contributed
- number of volunteers
- activity frequency
- geographic coverage

7.2 Thematic Impact Metrics

- contributions to climate mitigation/adaptation
- social inclusion and equity
- nature restoration
- community resilience
- education and empowerment

7.3 Governance & Transparency Indicators

- verification rates
- compliance statistics
- number of active Nonprofits
- validation outcomes

7.4 Environmental Indicators (when evidentially supported)

- pollution removed
- habitats restored
- areas cleaned
- materials recycled
- energy access improvements

Burohelp

All CSRD-aligned insights must be **aggregate, objective, and traceable**.

8. Data Quality & Verification Requirements

Impact insights are only produced from data that meets the following criteria:

8.1 Accuracy

Entries reflect real activities and were validated by Supervisors.

8.2 Completeness

Required fields are filled in.

8.3 Traceability

Hours and activities must correspond to Projects stored in the system.

8.4 Evidence Support

When required, evidence must be:

- relevant
- time-appropriate
- clear
- non-manipulated

8.5 Compliance

Activities must be public-benefit aligned.

8.6 No Personal Data Leakage

Impact insights must anonymise all personal data by default.

9. Impact Insight Outputs

The Foundation produces the following insight categories:

9.1 Nonprofit-Level Insights

- activity distribution
- total verified hours
- SDG impact distribution
- thematic and geographic scope

9.2 Donor-Level Insights

- aggregated impact from supported Nonprofits
- SDG contributions
- cross-regional activity breakdown
- anonymised evidence samples
- hours-based funding impact

9.3 Platform-Level Insights

- overall platform utilisation
- activity categorisation
- volunteer engagement trends
- sector trends
- risk classification (non-identifiable)

No names, personal photos, or sensitive data are included unless consented.

10. Restrictions on Data

10.1 Prohibited Impact Claims

The Foundation shall not produce or allow:

- exaggerated impact statements
- unverifiable statistics
- claims unsupported by validated data
- direct attribution to individuals
- misrepresentation for donor benefit
- unverified before/after environmental metrics

10.2 No Individual-Level Reporting

Reports may **not** identify:

- individual volunteers
- vulnerable individuals

- minors
- beneficiaries
- staff members

10.3 Restricted Use of Photos

Evidential photos may only be included if:

- all identifiable persons have provided consent
- no minors are visible (unless parental consent is provided)
- sensitive locations (e.g., shelters) are anonymised

11. Auditability of Impact Insights

Impact Insights must be:

11.1 Reproducible

Another qualified reviewer must be able to reproduce results.

11.2 Traceable

Insights must be linked to:

- activity logs
- validated hours
- internal verification data
- evidential materials

11.3 Inspectable

The Foundation must maintain internal records for **7 years**.

12. Transparency Principles

The Foundation is committed to:

- honesty
- neutrality
- non-political alignment
- responsible messaging
- public-benefit prioritisation

- proportional representation of impact

13. Third-Party Use of Insights

Third parties (Donors, Nonprofits, partners) may use insights **only** for:

- sustainability reporting
- internal strategic planning
- CSR/ESG communication
- regulatory compliance
- stakeholder transparency

They may **not**:

- modify insights
- use insights to mislead stakeholders
- misattribute Nonprofit work
- claim proprietary ownership
- use insights for political campaigning
- imply certification by the Foundation

14. Amendments

The Foundation may update these Standards periodically.
Updates must be communicated to Nonprofits and Donors.

15. Governing Law

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

16. Adoption & Signatures

Adopted by Stichting Burohelp on the 30th of November 2025