



Standing Orders of Pride Glasgow (SCIO)

The following Standing Orders are empowered by the Constitution of Pride Glasgow.

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SO1 – Mission, Vision, Values

The mission of the organisation is to serve the LGBTI+ community. Specifically:

- To effect social change to achieve equality for LGBTI+ people
- To provide a community for LGBTI+ people to exchange ideas and mutually support each other
- To provide events, services and programs to improve the safety, and mental and physical wellbeing of LGBTI+ people

The vision of the organisation is a society free of anti-LGBTI+ prejudice, bigotry or hate.

The values of the organisation are:

- Transparency
- Engagement
- Excellence
- Community
- Fun



SO2 – Standing Committees

The following standing committees will be maintained as subcommittees of the Board

SO2.1 - Appointments Committee

The Appointments Committee is responsible for appointing the trustees of the organisation, and other appointed officials as may be needed from time to time. It will meet quarterly, or as required to appoint new officials.

Composition

It will be composed of:

- 2 current charity trustees elected by the trustees on the board.
- 3 non-trustee members of the Pride Forum elected by the members of the Forum.

Selection

The Committee will be elected/re-elected annually, at the meeting of the Pride Forum that follows each AGM.

Meetings and activity

The Committee may invite anyone else to its meetings (for example an HR consultant) although they may not vote.

At each meeting of the Committee, the following will be actioned:

1. Review and progression of any requests from the organisation for new appointments
2. Review of the current composition of the board, and whether and new trustees should be recruited to fill skills gaps.

In accordance with the principles of the General Data Protection Regulation, detailed discussions regarding candidates and other personnel matters will be kept confidential. However, all decisions regarding appointments, and a summary of the reasons for the decision, will be made public.

Delegated Board Powers

- The Committee has the power to appoint Charity Trustees.
- The Committee has the power to appoint other officials where requested by the Board.
- The Committee has the power to take reasonable steps to promote a vacancy where this is identified as appropriate.
- The Committee has the power to view all applications and candidate information pertaining to the exercise of its other powers.



The Board must be informed of any use of delegated powers.

SO2.2 - Pride Forum

The Pride Forum will be an advisory group of community members, designed to be as representative as possible of the wide community that the organisation serves. It will meet quarterly, or as required to fulfil its remit:

- To advise the board on matters related to the organisation's objectives, delivery and community relations
- To represent the interests of the community within the organisation between member meetings
- To scrutinise the activity of the organisation including the board and committees, through regular reporting, and to make suggestions and recommendations.
- To hold the organisation accountable to the membership, by way of this regular scrutiny, and by calling a members' meeting to resolve any issues

Composition

The composition of the Pride Forum will be as follows:

- One Charity Trustee, elected at the board's discretion
- Five open places for members, elected from within the membership at each AGM
- Reserved places for members self-identifying as follows:
 - One bisexual member
 - One trans member
 - One intersex member
 - One GSM member who does not identify in one of the above ways
 - One disabled member
 - One Black or ethnic minority member
 - One woman member
 - One Ally (straight) member

If the successful candidate for a reserved place belongs to an appropriately aligned organisation, for instance a disability advocacy group, then that group may substitute another group member, with the consent of the Forum. Such consent will not be unreasonably refused.

Selection

The Pride Forum will be elected by the membership at each AGM. All existing members will resign and seek re-election at each AGM. Candidates can self-nominate and must do so at least seven days before the AGM.



Delegated Board Powers

- The power to request and require copy minutes of any meeting of the organisation, conditional on the disclosure not being materially damaging to the organisation.
- The power to elect members of the Appointments Committee

The Board must be informed of any use of delegated powers.



SO3 – Pride Life

The Board must make provision to establish and maintain the Pride Life volunteering and community development programme.

This programme is led by the Volunteer Coordinator and exists to manage, develop and grow a team of capable community sourced volunteers to assist with delivery of the organisation's aims.



SO4 – PG2019

The Board will establish a wholly owned trading subsidiary in the form of Pride Glasgow (2019) Ltd. This entity exists to deliver the 2019 pride festival without incurring corporation tax penalties and protecting the SCIO from liability related to the event.

Shareholders

PGSCIO holds the only share. The articles of incorporation prevent any other shares being issued or transferred.

Board of Directors

Ideally, the SCIO as a corporate director would be the sole director. However recent company law changes may preclude this. In this event, a subset of the SCIO's board would be appointed as directors of PG19Ltd. Articles of incorporation should be modelled such that it is clearly a trading subsidiary and that the Directors are bound by the SCIO's decisions as far as allowed by law. The Festival Co-Ordinator will be a Director to enable them to make decisions for the organisation.

Financials

PG19 will be funded through a loan from PGSCIO. Additional streams such as sponsorship, merchandise, ticket sales will be accumulated. The loan will be returned after the event, along with the revenue raised.

Should PG19 ever become insolvent, PGSCIO will be the first creditor to be paid.



SO5 - Code of conduct for charity trustees

This Standing Order defines the Code of Conduct for Trustees referred to in the Constitution

Trustees of the organisation have a duty to:

- Accept the responsibilities of their position, and to act at all times in the best interests of the organisation, ahead of any other professional or personal interest. They should at all times consider what is best for the organisation and its beneficiaries and avoid bringing the organisation into disrepute.
- Be familiar with the organisation's governing document and act in accordance with its terms, along with relevant organisational policies and any relevant legislation.
- Have an up-to-date knowledge of the organisation, its values and principles, and its operating environment.
- Manage conflicts of interest effectively. Declare any and all relevant interests on appointment and during meetings of the Board.
- Respect confidentiality, and work considerately and respectfully with all, respecting diversity, different roles and opinions, and avoid giving offence.
- Prepare fully for and attend meetings. Actively engage in discussion and debate at meetings, listening carefully, challenging sensitively, and avoiding conflict. Act collectively at meetings and accept a majority decision.



SO6 – Financial controls and management policy

Purpose and scope

- The aims of this policy are:
 - to protect the charity's assets
 - to identify and manage the risk of conflicts of interest, loss, waste, bribery, theft or fraud
 - to ensure that financial reporting is robust and of sufficient quality
 - to ensure that the Trustees comply with charity law and regulation relating to finance
- This policy encompasses the entire organisation and may only be amended by approval of the Trustee Board.
- While this policy attempts to cover the vast majority of situations that may be encountered, it is impossible to envisage every possible logistical scenario. The overriding principles are those of prudence, to be and be seen to be beyond reproach, to give no suggestion of inappropriate personal benefit from the Charity and always putting the Charity's interests first.
- Failure to abide by this policy may constitute grounds for dismissal and/or criminal prosecution.
- All Authorisers and Signatories will sign a copy of this Policy before taking up their duties.

Communication

Postal addresses

- The Charity has a registered office address. Changes to this address must be authorised and recorded by the Trustee Board. It must be notified to OSCR, HMRC and numerous other bodies. The current registered office address is:
 - Pride Glasgow (SCIO)
272 Bath Street
Glasgow G2 4JR
- The Charity may also operate a correspondence address which is more convenient and accepts all postal communication. Changes to this address must be authorised and recorded by the Trustee Board. The current correspondence address is:
 - Pride Glasgow (SCIO)
272 Bath Street
Glasgow G2 4JR
- The Charity recognises that ideal practice is for all mail to be opened by two people. However, the logistics of the size of our charity prohibit this. In the future this will be reviewed.



Paperwork

All paperwork referred to in this policy may be electronic or paper based, and each will be equally valid. Electronic signatures will be accepted in the same way as handwritten ones.

Accounting and audit procedures

Authorisers and Signatories

- Due to the need to use modern payment methods, and logistical challenges this presents, our Authorisers and Signatories may not be the same and we are not always able to mechanically enforce a dual-signatory system for payments.
- References in this document to Authorisers mean those who approve the payment to be made.
- For any payment to be released, regardless of method, a Payment Authorisation Form must be completed and signed by two Authorisers.
- Signatories simply execute the mechanics of the payment but may not authorise (approve) a payment themselves.
- With possession of a completed Payment Authorisation Form, only one Signatory is required to physically make payment. Ideally the Signatory will not also be an Authoriser on the transaction in question, however it is recognised that this is impractical at this time.
- All payment paperwork including invoices, receipts, etc. must be forwarded to the Bookkeeper within 72 hours to enter into the accounts software.

Bank accounts

- The Charity will bank with Barclays Bank plc at its Argyle Street Branch and account(s) will be held in the name of the Charity. The following accounts will be maintained:
 - Charity Account No 1
- The Charity will not use any other bank, credit card or financial institution or use overdraft facilities or loans without of the agreement of the Trustee Board. Any borrowing must have a repayment plan in place signed off by the Trustee Board.
- The above requirement does not prohibit routine use of Net-30 payment terms from suppliers where this is otherwise properly authorised. In fact, the use of Net-30 terms is encouraged to assist with cash flow.
- When a Trustee leaves the organisation, their Debit card will be immediately cancelled as will their access to the bank account. This is the primary responsibility of the Bookkeeper, but the Trustee Board must ensure it happens.
- The banking situation will be reviewed annually by the Trustee Board to ensure that the best facilities are available, consideration will be given to whether interest can be earned, facilities and features, and any other benefits.
- Before operating any Charity bank account, a Signatory must be trained in its use by the Bookkeeper or a professional appointed by them.



The accounts

- The Bookkeeper will use accounts software to track all income and expenditure and produce reports and accounts as required in line with the relevant legal requirements. The current approved software is: Sage 50.
- The Bookkeeper will reconcile the bank account and any merchant/payment processor accounts to the accounts software on a weekly basis.
- They will present management accounts to the Trustee Board on a monthly basis by electronic means or for discussion at every board meeting, whichever is more frequent.
- On a quarterly basis, another Trustee must carry out a spot audit of the bank account to ensure the reconciliations are correct. Approximately ten percent of the transactions should be audited.
- Accounts must be drawn up at the end of each financial year within 3 months of the financial year end and presented to the next Annual General Meeting.
- The AGM will appoint an appropriately qualified auditor/ independent examiner to audit or examine the accounts before presentation to the next AGM.
- Each AGM will formally approve the accounts. If this fails to be achieved due to a record keeping matter, the accounts will be re-presented to an EGM within twenty-one days. If they still fail to be approved, the matter will be referred to OSCR.
- The Bookkeeper will file the approved accounts with OSCR and any other relevant body annually.
- The Bookkeeper will ensure that Restricted Funds or Endowment Funds are used solely for the intended purpose. Their direction can only be overridden by a written instruction from the Trustee Board. It is recognised that this would likely lead to serious legal consequences for the Charity.

The Bookkeeper

- The Bookkeeper will be either a staff member with professional experience or the Trustee with the most relevant experience/skills in managing the finances.
- The Bookkeeper will take the lead in the logistics and supervision of the finances, while acknowledging that the Trustee Board are always ultimately accountable for the finances.

The Procurement Officer

- The Procurement Officer will be either a staff member with professional experience or the Trustee with the most relevant experience/skills in effective and efficient procurement.
- The Procurement Officer will take the lead in the procurement of supplies, while acknowledging that the Trustees are always ultimately accountable for the finances.

Finance subcommittee

- The Trustee Board consider that appointment of a Bookkeeper obviates the need for a Finance subcommittee at the present time.



Fundraising

- All fundraising and grant applications undertaken on behalf of the organisation will be done in the name of the Charity except with the recorded approval of the Trustee Board.
- The only exception to this will be where there is a significant risk that the Charity will lose out on funds due to an administrative issue and there is no time to get formal Trustee Board approval. In this case, the Chair will authorise the fundraising to take place under an appropriate person's name. This will be reported to the Trustees within 72 hours and at the earliest opportunity the situation will be corrected.

Asset register

- The Charity will maintain a fixed asset register stating the date of purchase, cost, serial numbers and normal location of assets. Additionally, the Charity will maintain a property record of items of significant value, with an appropriate record of their use.
- These registers and assets will be checked on an annual basis.

Annual report

- The Trustee Board will prepare an annual report detailing charity activities and finances in line with current good practice and legal requirements.

Prevention of fraud

- All computers used by Authorisers, Signatories and Trustees will be up to date and have appropriate security software in place.

Detection of fraud

- If at any point any person involved in the Charity suspects fraud, they must contact the Chair, or if they are the suspect, any other Trustee, immediately and give them full details.
- The Chair (or the other Trustee as above) must initiate an immediate investigation. If there is merit in the suspicion, the relevant Authoriser or Signatory must be immediately suspended while the investigation continues.
- All persons involved in the Charity must co-operate fully with any fraud investigation.
- The status and details of the investigation will remain confidential as far as possible throughout the investigation.
- At the end of the investigation, one of these results must be declared and informed to the Trustee Board, suspected person and the reporter:
 - No evidence of wrongdoing
 - Evidence of wrongdoing, removal not required
 - Evidence of wrongdoing, person removed from office
 - Evidence of wrongdoing, reported to OSCR
 - Evidence of wrongdoing reported to the police.
- Regardless of the status of any internal investigation, if criminal activity is credibly suspected, it must be reported to both OSCR and the police immediately.



Whistleblowing

- In the event that someone in the Charity has reported suspected fraud in line with this policy, and does not believe appropriate action has been taken, they are encouraged to contact OSCR and raise their concerns. No person involved with the charity will be disciplined for whistleblowing where they have genuine concerns.

Procedures for handling income

- No income will be processed out with the relevant procedure below.
- Regardless of the method of receipt, no expenses will be deducted from any deposits. These will always be handled separately for the sake of transparency and good accounting.

Cheques

- All cheques must be made out to Pride Glasgow (SCIO).
- All cheques must be posted to the Charity's correspondence address, or if received by hand, passed to the Bookkeeper within 72 hours.
- When a cheque is received, it must be immediately logged on the Cheque Register and passed to the Bookkeeper within 72 hours.
- All Cheques must be banked into Charity Account No 1
- The Bookkeeper must bank all cheques within 14 days and update the Cheque Register with the date deposited.
- The Bookkeeper must reconcile the bank statement against the Cheque Register during each bank reconciliation.

BACS payments

- BACS payments must only be made to Charity Account No 1

Card payments

- Payments made by card may be deposited into a merchant or holding account for a maximum of fourteen days.
- After this date the payments must be transferred to Charity Account No 1

Text donations

- Payments made by text may be deposited into a merchant or holding account for a maximum of fourteen days.
- After this date the payments must be transferred to Charity Account No 1

Cash

- When cash is received, it must be immediately logged on the Cash Receipts Register and passed to the Bookkeeper within 72 hours.
- All cash receipts must be deposited into Charity Account No 1
- The Bookkeeper must bank all cash within 14 days and update the Cash Receipts Register with the date deposited.
- The Bookkeeper must reconcile the bank statement against the Cash Receipts Register during each bank reconciliation.



Public collections

- All public collections will be undertaken in adherence to all legal requirements and with due consideration to good practice.
- All collection vessels will be numbered and signed in and out for use.
- All collection vessels will be sealed.
- All collection vessels at static collections will be opened on a minimum quarterly basis. A record will be kept of the takings. All vessel openings and counts will be done in the presence of at least two Trustees.
- All collection vessels at manned collections will be opened within 72 hours of the event. A record will be kept of the takings. All vessel openings and counts will be done in the presence of at least two Trustees.
- Further rules are laid out in the Collections and Fundraising Policy.
- All vessel cash will be handled in accordance with the Cash income rules above.
- Fundraising events
- Records of all donations, sponsorship and ticket revenues will be maintained for all events.
- All tickets will be pre-numbered
- All tickets given to people to sell will be recorded along with their numbers
- Records will be kept of which tickets sold
- Unsold tickets must be returned
- Ticket revenues must be reconciled against sold numbers within seven days of the event finishing
- Cash must be handled in accordance with the Cash income rules above.
- The Charity will observe the legal requirements involved when engaging professional fundraisers.

Procedures for handling expenditure

No expenditure will be processed out with the relevant procedure below.

- Every payment made will be evidenced by an original invoice (never against a supplier's statement or final demand). That original invoice will be retained by the Charity and filed.
- The only exceptions to payments not being supported by an original invoice are:
- Items such as advanced booking fees for a future course, deposit for a venue, VAT, etc. Here the Payment Authorisation form will be used, and a record of the payment kept until formal paperwork becomes available.
- Items paid by Debit Card where an invoice becomes available only after purchase. Here the Payment Authorisation form will be used, and a record of the payment kept until formal paperwork becomes available.
- When an Authoriser is to be the beneficiary of a payment (for instances expenses), it is ideal that they do not authorise it, thus both of the other two Authorisers will be required to authorise it. However, it is recognised that due to the small number of



Authorisers, this will not always be possible so in exceptional cases at least one other Authoriser will be required. Where this is the case, a note should be made on the Payment Authorisation form as to why this was expedient.

- The Charity does not accept liability for any financial commitment unless properly authorised. Any orders placed, or undertakings given which are likely to cost the Charity in excess of £100 must be authorised and recorded by the Trustee Board and then authorised by two Authorisers in the normal way.
- In exceptional circumstances however, such undertakings can be made with the Chair's approval who will then provide full details to the next meeting of the Trustee Board. (This covers such items as the new service contracts, office equipment, purchase and hire).

Cheques

- The Bookkeeper will be responsible for holding the cheque books (including unused and partly used cheque books) securely.
- Blank cheques will NEVER be signed.
- The relevant payee's name will always be inserted on the cheque before signature and the cheque stub will always be properly completed.
- The cheque Signatory should ensure that it is referenced with:
 - Cheque number
 - Date cheque drawn
 - Amount of cheque

BACS payments

- BACS payments will generally be made by the Bookkeeper unless exceptional need requires another Signatory to make the payment.
- BACS payments are preferred over all other methods in line with good practice.
- Direct Debit, Standing Orders, CHAPS payments
- These payment arrangements must be made by the Bookkeeper unless in exceptional circumstances where the Chair authorises another Signatory to set them up. This is to allow for proper accounting management of these potentially problematic payment methods.
- The Bookkeeper will review all continuous payment authorities on a monthly basis to ensure they are still appropriate.

Card payments

- Card payments will generally be made by the Procurement Officer but may be made by any Signatory where this is necessary and expedient.
- Each Signatory will be issued with a Debit Card in their name. They will be the only persons who have all the details of the card and they are responsible for all transactions on that card.
- The Bookkeeper will reconcile all card transactions to the accounting software records on a monthly basis.



- On a quarterly basis, another Trustee will spot check five card transactions from each debit card to ensure they are appropriate. If they have a card, the Bookkeeper will check theirs.
- When a new or replacement card is delivered by post this should ideally be directly to the recipient's home address.
- Where it arrives at the recipient's home address:
- The recipient shall complete a New/Replacement Card Receipt Form. These details will be forwarded to the bookkeeper for reconciliation and records purposes.
- Where it arrives at the Charity or other address:
- The person opening the mail will only look at the mail in enough detail to establish that it is a debit card, who it should be routed to and to make a note of the name of the Signatory and the last four digits of the card number.
- They will under no circumstances remove the card from the adhesive, this prevents access to the three-digit CCV code on the back.
- Under no circumstances will the PIN panel be revealed by anyone other than the recipient Signatory.
- The mail handler will complete New/Replacement Card Receipt Form, and this will then be countersigned by the recipient Signatory before the card is handed over.

Cash payments

- Cash payments will be avoided wherever possible.
- Petty cash will always be maintained on the float system whereby the Bookkeeper is entrusted with a float of £100. When that is more or less expended, cash will be drawn for sufficient funds to bring up the float to the agreed sum, the withdrawal being supported by a complete set of expenditure records, totalling the required amount, analysed and filed in the accounts software.
- All cash payments will be filed in the accounts software.
- Another Trustee will review the cash handling on a quarterly basis.

Expenses

- See Expenses Policy

Receipt of goods

- All invoices will be flagged as outstanding in the accounting software until the goods are received or services delivered, and a Trustee has confirmed this.

Management of risk

Reserves

- The Charity will work towards achieving a Reserves level of 5% of its annual turnover.
- Progress towards this goal will be reviewed monthly.

Anti-bribery policy

- No gifts or hospitality may be received by anyone involved in the Charity unless it is in the best interests of the Charity. All gifts and hospitality must be entered into the Gifts and Hospitality Register within 72 hours.



Register of interests

- All shareholdings, directorships, employment, positions in other organisations, family/close relations in the charity and any other material interest must be disclosed on the Register of Interests by all Authorisers, Signatories and Trustees.
- The form Declaration of Interests should be used for this.

Training

- All trustees and staff will be given foundation training from the Bookkeeper on financial management, risks of crime and abuse, managing conflicts of interest and security. This will take place as soon as possible after trustees are appointed and, in any case, no later than six months from date of appointment.

Access to information

- See Data Protection Policy
- In short, information is on a business need basis and operates on a system of minimum required access.

Insurance

- The Charity will hold public liability insurance of no less than £1 million.
- The Charity will regularly review the need for other types of insurance.
- The Trustee Board will give serious consideration to safe/cash box/cash in transit insurance if at any time a cash deposit of more than £200 is made.
- The Trustee Board will give serious consideration to asset/buildings insurance if at any time the total value of these registers exceeds a combined total of £500.

Management of donations

Gift aid

- The Charity will at all times seek to maximise the lawful take-up of Gift Aid from our donors
- We will do this by ensuring all online and offline fundraising has the relevant gift aid records available in as easy a format as possible.
- The Charity will keep all Gift Aid records for 10 years.
- The Bookkeeper will make Gift Aid claims on a six-monthly basis.

Legacies

- The charity will use its CRM system to ensure that all legacies are tracked and accounted for.
- Administration of legacies will of course be treated with appropriate sensitivity at all times.

Tainted charity donations

- Wherever a donor would benefit financially from an arrangement as a result of their donation, the Trustee Board will consider the ramifications, take appropriate advice and minute their decision and reasoning for whether to proceed.



Donors and reputational risk

- For any donation over £500, the Charity will conduct a reasonable background check of the donor to identify any obvious negative publicity, poor directorship history, etc. that might damage the Charity's reputation if it accepts the donation.
- The results of the checks will be presented to the Trustee Board to decide whether to accept the donation.

Prohibited activities

- The Charity does not operate a trading arm. We may carry out trivial trading (mugs and trinkets for certain levels of donation for instance) but this will not be a substantial commercial exercise. If this changes, this policy will need to be reviewed and due consideration given to establishing a trading subsidiary and any applicable requirements or good practice.
- The Charity does not make grants.
- The Charity does not sponsor or donate to other individuals or charities.
- The Charity does not give loans, either internally or externally.
- The Charity does not invest funds in anything other than an FSCS accredited zero-risk product.

Review of this policy

- This policy will be reviewed on an annual basis. Last reviewed: 24/11/18.
- All changes to this policy must be compatible with the Constitution.

Acknowledgement of understanding

- The following text will be made into an intranet form for acknowledgement:
 - Fully understand the Financial Controls and Management Policy and agree to abide by its requirements at all times.
 - Have completed a Declaration of Interests form
 - Have received a copy of the latest management accounts and understand who to contact about the accounts in the first instance if I have any questions.
 - Have been shown case studies in relation to the importance of financial controls and fraud prevention.



SO7 – Equality and Diversity Policy

Our aim

In carrying out its functions Pride Glasgow is committed to promoting equality of opportunity for all, and to ensuring that no individual is discriminated against in the planning and delivery of any of our activities.

We therefore aim to ensure that the values of equality, diversity, and respect for all are embedded into everything that we do.

About our policy

This policy is intended to demonstrate Pride Glasgow' commitment to eliminating discrimination and encouraging and valuing diversity among staff, volunteers, partners, suppliers, users of our services and Trustees.

We recognise our responsibilities under the Equality Act 2010 and are committed to meeting them in full. We believe that a culture that embraces equality and values diversity will help us to ensure that everyone feels involved and included in our plans, programmes and activities.

We aim to create an environment which respects and welcomes everyone, and in which no form of bullying, harassment, disrespectful or discriminatory behaviour is tolerated by anyone towards anyone. This particularly applies in relation to the 'protected characteristics' named in the Equality Act 2010: Age, disability, gender reassignment, income, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex and sexual orientation, (see below for explanations).

Our responsibilities

Pride Glasgow understands that for equality to be achieved this policy needs to be made understandable to, and embraced by staff, volunteers, suppliers, partners, residents and trustees.

All staff, volunteers, suppliers, partners and Trustees have a responsibility to ensure that their own language and actions are consistent with the spirit as well as the contents of this policy.

Overall responsibility for the implementation of this policy lies with Pride Glasgow' Trustee Board.



Our commitments

Pride Glasgow recognises that an Equality and Diversity Policy alone is not enough to ensure that equality and diversity are central to everything that we do.

We will seek to create an environment in which diversity and the contributions of all staff, volunteers, suppliers, partners, residents and trustees are recognised and valued in all that we do. In this way we hope to provide an example of good equality practice and promote community cohesion within (area/client group).

In introducing this policy, we recognise that many people are unfamiliar with the ways in which discrimination and disadvantage affect people's health, well-being and quality of life. We will therefore support people to develop equalities awareness and understanding.

To ensure that we are meeting the aims and the spirit of this policy we will:

- Discuss and review how well we are implementing this policy, and (adjust our practices/develop an action plan) where necessary
- assess any significant new or revised policies and procedures for their impact on equality
- Embed equality and diversity into our development plans
- Ensure our employment practices and procedures are consistent with the aims of this policy.

Working with contractors, suppliers and partners

It is important to us that suppliers, contractors and any other individual or organisation working on behalf of Pride Glasgow are aware of and agree to comply with our equality and diversity policy while that work is underway. In addition, where practicable and within our means we are committed to:

- using accessible venues for events and meetings.
- using plain English, and offering accessible communications, for example, emails, letters, reports and publicity materials

Review and Action

- We recognise that it is important for us to regularly review this policy to ensure that it reflects up to date equality legislation and best practice.
- A review of our Equality and Diversity Policy will be carried out on an annual basis as a minimum and any necessary actions taken.
- (Note 14pt sans fonts, such as Tahoma, and right justified margins are the easiest for people with visual impairments. Tinted paper is helpful for people with dyslexia)



Equality Act 2010 – Explanation of the Protected Characteristics

Age

An age group includes people of the same age and people of a particular range of ages. Where people fall in the same age group, they share the protected characteristic of age. An age group would include “over fifties” or twenty-one-year olds. A person aged twenty-one does not share the same characteristic of age with “people in their forties”. However, a person aged twenty-one and people in their forties can share the characteristic of being in the “under fifty” age range.

Disability

A person has a disability if they have a physical or mental impairment, and the impairment as a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

This section replaces similar provisions in the Disability Discrimination Act 1995 and provisions in secondary legislation made under that Act.

Gender reassignment

A person has the protected characteristic of gender reassignment if the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person’s sex by changing physiological or other attributes of sex.

Marriage and civil partnership

A person has the protected characteristic of marriage and civil partnership if the person is married or is a civil partner.

A person who is engaged to be married is not married and therefore does not have this protected characteristic.

A divorcee or a person whose civil partnership has been dissolved is not married or in a civil partnership and therefore does not have this protected characteristic.

Race

Race is defined as

- Colour: includes being black or white.
- Nationality: includes being a British, Australian or Swiss citizen.
- Ethnic or national origins: include being from a Roma background or of Chinese heritage. A racial group could be “black Britons” which would encompass those people who are both black and who are British citizens.



This section replaces similar provisions in the Race Relations Act 1976. However, the power to add caste to the definition of race is a new provision.

Religion or belief

Religion means any religion and a reference to religion includes a reference to a lack of religion.

A religion must have a clear structure and belief system. Denominations or sects within a religion can be considered to be a religion or belief, such as Protestants and Catholics within Christianity.

A belief means any religious or philosophical belief and a reference to belief includes a reference to a lack of belief. A “philosophical belief” must

- Be genuinely held;
- Be a belief and not an opinion or viewpoint based on the present state of information available;
- Be a weighty and substantial aspect of human life and behaviour;
- Attain a certain level of cogency, seriousness, cohesion and importance;
- Be worthy of respect in a democratic society, compatible with human dignity and not conflict with the fundamental rights of others.
- Any cult involved in illegal activities is not covered. Beliefs such as humanism and atheism would be covered.

This section replaces similar provisions in the Employment Equality (Religion or Belief) Regulations 2003 and the Equality Act 2006.

Sex

- a reference to a person who has a particular protected characteristic is a reference to a man or to a woman;
- a reference to persons who share a protected characteristic is a reference to persons of the same sex.

Sexual orientation

Is a person’s sexual orientation towards:

- people of the same sex as him or her (in other words the person is a gay man or a lesbian)
- people of the opposite sex from him or her (the person is heterosexual)
- people of both sexes (the person is bisexual).

The definition is designed to replicate the effect of similar provisions in the Employment Equality (Sexual Orientation) Regulations 2003 and the Equality Act 2006.



Source: Equality Act 2010 and Explanatory Notes to the Equality Act 2010



SO8 – Document management policy

Purpose

This policy regulates the control of information by way of documents. It details how the document management system works, document security classifications and similar material. Information is an important asset that must be protected. All people working, volunteering or contracting for the organisation must abide by this policy.

Document management system

We have a document management system (DMS). It controls all official charity documents. A document is considered official if its mishandling would be of non-trivial consequence to the organisation, either in terms of unauthorised disclosure or loss of access. The DMS is hosted on the charity intranet.

Folder

A number of folders are setup to allow effective categorisation of material. Choose the most suitable category or request a new one.

Subject

The subject should be a few words to summarise the document. It forms the document title and part of the reference.

Reference

The document reference is automatically generated and is a unique reference for each document. It can be cited by recipients of documents.

Classification

The classification should be chosen per this policy. Note that in accordance with our transparency agenda, Public documents with a non-draft version number are immediately published on the website.

Version number

The version number should be incremented by decimal one on each minor revision. Major revisions should increment by integer one. For instance, a minor revision would go from 1.2 to 1.3 where a major revision would go from 1.3 to 2.0. Drafts should start with 0.1. Anything starting with 0.x is considered draft. The version number should only be changed once the revision is complete. For instance, if you are saving and previewing the document several times or spot a mistake, you would not increment the version number each time, only at the end. In terms of policies, a change of version number will usually indicate a change requiring Board approval.



Owner

The document owner is not necessarily the author. It is the person who has authorised the document for use and is responsible for its security and distribution.

Document security classifications

Classification Public

Definition	information that can be made freely available in the public domain and would not cause damage or harm if released.
Dissemination/access	Automatically published on the website Freely available and transmittable
Transmission/collaboration	Any method allowed
Security impact	None
Security measures	None
Disposal	Most environmentally friendly method

Classification Confidential

Definition	information that is generally available to anyone in a certain area of the organisation and which contains business value to the organisation or requires protection due to personal data.
Dissemination/access	May be disseminated to anyone internally with a business "reason to know" May be disseminated to anyone external with the consent of the document owner
Transmission/collaboration	Email, post, printed handout, DMS.
Security impact	Modest impact on the organisation if made public.
Security measures	Marked as Confidential and any external recipients made aware of Document management policy
Disposal	Paper must be shredded. IT equipment must be disposed of according to the current IT Policy disposal standard.



Classification Secret

Definition	information which, if disclosed (even within the organisation) would cause serious damage in terms of financial loss, legal action or loss of reputation.
Dissemination/access	Board-level authorisation required to grant access
Transmission/collaboration	DMS only
Security impact	Severe damage to the organisation if made public
Security measures	All access audited.
Disposal	Paper must be shredded. IT equipment must be disposed of according to the current IT Policy disposal standard.



SO9 - Cultural events recognition policy

After careful consideration of the requirements of balancing the interests of religious and non-religious individuals it is the policy of the charity that no religious holidays will be observed. This includes any volunteer/employee holiday policies and in terms of our media output. The board have received advice to indicate that this does not contradict any employment legislation.



SO10 – Expenses policy

Purpose and background

This policy regulates the claiming and payment of expenses by trustees and sets out what expenses are and aren't allowable, the claims process and the approval mechanisms in place to protect charity funds. At this time only trustees may authorise any expenditure on behalf of the charity therefore staff and volunteers must liaise with the trustee in charge of their project if expenditure is required. It is the responsibility of everyone involved to minimise the costs incurred within the boundaries of the time available and acceptable levels of comfort. The charity will only pay out of its funds authorised claims for amounts reasonably and legitimately incurred during the course of the carrying out of charity business.

This policy is intended to regulate expenses claimed and submitted retrospectively, not any other type of expenditure and should be read in conjunction with the Financial Controls and Management Policy.

Discretion may be applied in exceptional circumstances with the agreement of trustees.

An overriding principle of this policy is that where possible, things should be paid for in advance rather than 'on the day', unless it saves money. Also, charity funds should be used directly (charity cards, bank account etc.) rather than expenses being submitted.

Making a claim

- All claims must be made via the appropriate intranet form.
- All claims must be backed up with receipts.
- Wherever possible, VAT receipts should be provided, it must be understood that the charity loses 20% of all claims if VAT receipts are not provided.
- Once the claim is made, the trustee board will be notified.
- At least two trustees must agree to every request.
- Where the person submitting the claim is a trustee, they may be one of the two only if another trustee is not immediately available.
- To agree the request, the approvers must log on to the intranet and make the appropriate note against the claim record.
- The claim will then be paid to the volunteer's nominated bank account within seven days
- Claims must be submitted within fourteen days of the expense being incurred.

Waiving claims

We understand that some people may wish to waive claims that they are eligible to, where they believe it is a small amount or they wish to make a donation to the charity. While this is admirable and appreciated, in terms of bookkeeping and planning this creates certain issues. It is preferable for people to submit claims as normal, and if they wish to make a



donation, to do so officially so that the charity can claim applicable reliefs. If a person is certain they wish to waive the claim, they must send a note of the value of the claim to the bookkeeper.

Categories of expenditure

There are some categories of expenditure which are not permitted. Further, attention must be paid to the most cost-effective procurement method. In general, it will be more economical for a trustee to procure resources in advance and pay directly from charity funds. However, it is recognised that some situations will present where this is not possible, and it is necessary for trustees to procure resources from their own funds and request reimbursement for these. The table below sets out which categories of expenditure are allowed, and which may be claimed retrospectively. Only authorised categories of expenditure will be paid. If you have any doubt, seek clarification BEFORE expenditure is incurred.

Area/item	Payments
Travel costs	May be claimed retrospectively
Subsistence	May be claimed retrospectively
Accommodation	Must be paid in advance
Meeting rooms	Must be paid in advance
Childcare	Will not be paid

Rules for allowed categories

Where a category of expenditure is allowed to be claimed retrospectively, the rules for such a claim are set out below.

Travel

- Travel expenses can be claimed when attending a meeting or event on behalf of the charity.
- Public transport should be used wherever possible rather than the use of a car. First class or business travel should only be used if all other alternatives are unavailable. There should be no differentiation for levels of acceptability related to the grade of trustee.
- Where trustees choose to use their own car and there is an acceptable public transport alternative then the expense claim is limited to the equivalent public transport cost rather than mileage.
- If travelling in a company car payment will be made at the same rate as the person can claim from his/her employer as long as this does not exceed the Inland Revenue advisory fuel rates.



Subsistence

- During an overnight stay, the cost of an evening meal will be reimbursed up to a limit of £15. If breakfast is not included in the price of the accommodation, this may be reimbursed up to the limit of £10. A flat rate for meals cannot be claimed since this would then be taxable, therefore receipts must be obtained.
- If it is a viable option to stay overnight in the house of a friend or relative, then £10 may be claimed in order to buy a small thank you gift or to pay for a meal for the host.

Processing of claims

BACS is the only permitted payment method for claims.



SO11 – Community Acronyms

The sole acronym used by the organisation to refer to the community served will be LGBTI+ which stands for:

Lesbian

Gay

Bisexual

Trans

Intersex

+ Gender and Sexual Minorities



SO12 – Complaints Procedure

We are committed to giving you the best service we can. But there may be a time you need to complain about a service we've provided. Our complaints procedure draws on that of the Fundraising Regulator and Charity Commission.

How to complain

This complaints procedure is for:

- people who have used our services and aren't happy
- people who feel they haven't received a service that we said we would provide
- we may also consider complaints from members of the public where we believe this is reasonable

We will make sure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially

You should complain within 3 months of the event or outcome that you are complaining about. You must complain by post or by e-mail, and need to tell us:

- what you think went wrong
- what you think we should do to put it right

When someone else complains on your behalf, we need written confirmation from you saying that you agree for them act for you.

Please be aware that we automatically publish a summary of all complaints and responses on our website as part of our commitment to transparency. We will anonymise all such material in accordance with GDPR.

What happens next

At first, someone who has not been involved with your original case will look fairly at your case. Where possible, they will be at a more senior level than the original case worker. We consider:

- complaints about the standard of service experienced
- your dissatisfaction with a course of action which the charity has carried out



- The reviewer will look into your complaint and will aim to respond to you within 30 working days. They will tell you the conclusions from their review and the reasons for the outcome.
 - They will apologise if this is appropriate
 - They will explain what lessons have been learned from your complaint
 - They will outline any specific actions taken immediately as a result of your complaint (for example, refunding you for a service)

If you're not satisfied

If you are unhappy with the outcome of the first review, you have 1 month to ask for your complaint to be reviewed by a member of the Board. They will look at how the first review was handled, specifically if it:

- addressed the issues of your complaint
- fixed any shortfalls in our service
- conveyed the outcome clearly
- was thorough and fair

They will aim to let you know the outcome within 30 working days. This will be our final response to your complaint.

If you remain dissatisfied, you may wish to consider contacting the Office of the Scottish Charity Regulator.



SO13 – Social Media and Media Relations Policy

Social media

When interacting on social media, the organisation will be aware of the impression being created for anyone watching. All posts, replies and other content will be polite, respectful and honest.

Vexatious comments

Like any organisation, from time to time we receive comments on social media that are vexatious. Vexatious comments are those that:

- Contain profanity, obscenities or hate speech
- Are patently antagonistic or clearly designed to upset individuals or groups within the organisation
- Are wholly or primarily vague or persistent criticism of the organisation with no seeming legitimate basis or attempt to provide a resolution. For avoidance of doubt, criticism of the organisation is welcome as long as it is polite and constructive.

Use of our social media properties is not a right. Vexatious comments can derail the activities of the organisation and cannot be tolerated. Where a comment is deemed vexatious:

- a single public reply to the comment will be made with this or other appropriate wording: “We believe your comment(s) to be vexatious, and in accordance with our Standing Orders, cannot be tolerated. Any further vexatious comments will be removed, and you will no longer be able to interact with our social media properties. You can find details in Standing Order 13 via our website. If you have a genuine complaint, you are welcome to make use of our complaints procedure; again, you can find details on our website.”
- Any further vexatious comments from the same account within six months will result in deletion of the comments and the account being banned.
- If this step is taken, screenshots of the material will be stored for future reference before deletion

Media relations

The primary spokesperson of the organisation is the Chair. In the normal course of operations, the Chair will handle all media enquiries and relationships.

The Trustees are authorised spokespersons of the organisation in the absence or unavailability of the Chair.



No-one else is authorised to speak on behalf of the organisation.

This policy is not intended to restrict the free speech rights of individuals associated with the organisation to speak about the organisation on their own behalf. If there is a reasonable chance that their speech will be attributed to the organisation, they must make clear this is not the case.



SO14 – Elections procedure

This procedure applies to all elections conducted within the organisation.

Principles

- Elections will be conducted in a fair, reasonable and transparent way.
- Elections will not be held for uncontested positions.
- The results of all elections will be made public.

Method

- A Returning Officer and Deputy Returning Officer will be chosen by some method agreeable to the electorate. They must not be candidates. They will oversee the election and will return the decision(s).
- Wherever practical, a proportional voting method will be used. This will normally be the Single Transferable Vote method.
- If this method is not suitable (due to the nature of the electorate, candidates or some other factor), the Returning Officers will determine an appropriate alternative.