GOVERNANCE COLLECTION

Organizational Policy Manual

Published November 17, 2026

This manual contains TBGN's 17 organizational policies, the Operating Charter and the Financial Management and Internal Controls document.

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TBGN Operating Charter

Financial Management and Internal Controls

POLICY 01

Governance, Delegated Authority and Records

Published November 17, 2026

Purpose and scope

This policy defines who can make decisions for TBGN and how those decisions are recorded. It applies to program leadership, staff, volunteers, advisers and anyone acting on behalf of the initiative.

Oversight and authority

RCCG Potter's House Kitchener retains oversight of TBGN's charitable purpose, finances, safeguarding, legal compliance and material risks. The church designates the accountable TBGN Lead and reviews program performance and significant risks through its governance channels.

The TBGN Lead acts within authority delegated by the church. Follow the church's written approval and signing rules for budgets, expenditure, contracts, hiring, access to personal data and external commitments. Only an authorized representative may bind Potter's House.

Decisions and records

Record meeting dates, attendance, conflicts, recusals, resolutions, assigned actions and follow-up. Keep minutes and delegations in access-controlled storage. Refer matters outside delegated authority to Potter's House and document its decision.

Church governors, leaders and volunteers must act in the interests of the church's charitable purposes and the people TBGN serves. Disclose private or sponsor interests and refer them to the authorized decision-maker. Potter's House's governing documents and applicable policies govern the initiative.

Digital oversight

Obtain church authorization for AI tools, associated spending, material supplier agreements and changes to processing participant information. Record each approved tool's owner, authorization date, limits, renewal and escalation route.

Records and review

The responsible lead keeps the records needed to demonstrate implementation, including relevant approvals, training, checks, incidents and corrective actions. Review this policy at least annually and after a material incident, change in law or funding, or significant program expansion. Refer material changes to the authority designated by Potter's House.

Standards for AI-assisted work

Use approved tools for a defined learning or operational purpose. A person reviews AI-assisted work, checks substantive claims against reliable sources and decides what to use. Protect private information, disclose material AI use and provide an accessible alternative where needed. Record the purpose, tool and permissions, privacy checks, verification, incidents and follow-up.

POLICY 02

Conflicts of Interest and Related-Party Transactions

Published November 17, 2026

Purpose and scope

Governance, spending and referral decisions must serve the initiative and its participants. This policy applies to decision-makers, staff, volunteers and advisers.

Disclose and step aside

Disclose actual, potential or reasonably perceived conflicts on appointment, annually and when circumstances change. Disclose relevant financial, family, work and organizational relationships before a decision is made.

A person with a conflict must leave the deliberation, refrain from influencing or approving the decision, and provide factual information only when the independent reviewer requests it. Record the disclosure, recusal and decision in the minutes and restricted conflicts register.

Transactions and gifts

Refer purchases, referrals, grants, contracts and honoraria involving a related party for independent review under Potter's House procurement and conflict rules. The interested party must never approve their own transaction. Record the need, fairness, evidence and independent approval.

Decline cash and benefits that could influence decisions. Record gifts of nominal value under the church's applicable gift rules.

Technology and sponsorship

Disclose interests in AI suppliers, training sponsors, referral incentives and data processing arrangements. Apply the same independent assessment and recusal requirements when selecting or renewing tools.

Records and review

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POLICY 03

Code of Conduct and Professional Boundaries

Published November 17, 2026

Purpose and scope

These standards apply at TBGN activities, online and in person, and whenever someone represents the initiative.

Conduct and boundaries

Treat people with dignity. Bullying, intimidation, exploitation, coercion, discriminatory remarks and misuse of resources are prohibited.

Mentors and facilitators must use approved channels and documented arrangements for one-to-one contact. They must never solicit private payments, loans, recruitment commissions or personal relationships from participants.

Information and reporting

Use participant, partner and donor information only for assigned work. Obtain authorization before sharing private messages, screenshots or recordings. Raise concerns promptly through the complaints process and cooperate with a fair review.

TBGN may apply proportionate corrective measures, up to suspension, removal, termination of an agreement or referral to authorities. Give the affected person a fair opportunity to respond where safety and law permit. Retaliation and interference are prohibited.

Digital conduct

Never impersonate someone, fabricate qualifications, misrepresent automated evidence or use AI to make sensitive participant decisions. Explain material AI assistance where its use could mislead participants about who prepared the work.

Records and review

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POLICY 04

Non-Discrimination, Accessibility and Anti-Harassment

Published November 17, 2026

Purpose and scope

TBGN provides respectful and accessible services and applies these standards to recruitment, volunteer selection, program delivery and partnerships.

Equal access and accommodation

Respect the protected grounds in the Ontario Human Rights Code. Provide a confidential route to request accommodation and assess individual needs up to the applicable undue hardship standard. Consider physical access, accessible documents and accessible online participation.

Document eligibility criteria in each program plan, explain how the criteria serve its objectives and review their implications for human rights before publication.

Prevent and respond to harassment

Harassment is prohibited at events, in meetings, on social platforms and in private messages connected with the initiative. Provide an alternative reporting route if the usual contact is implicated.

Acknowledge concerns, assess urgent safety needs, arrange a fair review and share information only as needed. Record corrective actions and follow-up.

Digital access

Review recruitment materials and AI-supported exercises for accessibility barriers, stereotypes, language limitations and unequal device access. Offer reasonable equivalent activities and human support.

Records and review

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Official references

Ontario Human Rights Commission - Duty to accommodate

POLICY 05

Safeguarding and Youth Protection

Published November 17, 2026

Purpose and scope

TBGN protects all participants and applies additional safeguards for minors and people at increased risk. Abuse, grooming, exploitation, coercion, violence and retaliation are prohibited.

Before minors participate

For activities involving people under 18, document the supervision plan, role-based screening, safeguarding lead, consent and age-appropriate assent, approved contact channels and emergency escalation. Use vulnerable-sector screening where appropriate and legally available. Complete required screening before any unsupervised access to minors.

Use approved group communication channels, avoid private adult-to-minor contact and prohibit unauthorized recording. Review online moderation and incident response before the activity.

Respond to a concern

Call 911 for immediate danger. Where Ontario law requires a report, report directly and immediately to a children's aid society. Follow the legal duties and age-specific rules under Ontario's Child, Youth and Family Services Act, 2017. Internal notification follows the external reporting obligation and must never delay it.

Assign an independent safeguarding contact. Record facts and actions promptly, protect the person at risk, preserve relevant evidence and restrict case access. Explain that confidentiality is subject to reporting and investigation duties.

Youth and AI

The safeguarding lead must authorize AI-enabled activities involving minors, including consent, supervision, moderation and escalation. Prohibit unsupervised AI interactions that seek sensitive disclosures and uploads of identifiable youth information or images to public tools.

Records and review

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Official references

Government of Ontario - Report child abuse and neglect

POLICY 06

Privacy, Data Protection and Cybersecurity

Published November 17, 2026

Purpose and scope

This policy covers applicant, participant, donor, volunteer and partner information collected through forms, email, websites, learning tools and other services.

Collection, use and choices

State what information is collected, why it is needed, who receives it, where it is processed, how long it is retained and how people can ask for access or correction. Collect only what the activity requires. Collect sensitive information only when necessary and lawful.

Use meaningful consent where applicable. Keep optional media, testimonial, promotional and group-chat choices separate from admission. Review applicable privacy laws for each activity, including PIPEDA where information is handled in the course of commercial activity.

Access, suppliers and retention

Use individual accounts, multifactor authentication for administrators, minimum necessary permissions, controlled exports and secure sharing. Revoke access promptly when a role ends. Assess supplier privacy terms, cross-border processing and agreements before adoption.

Set retention by record category. Log suspected breaches promptly, contain exposure, assess whether notice or reporting is legally required, and record decisions and corrective action.

AI processing

Review approved purpose, hosting, retention, training use, subprocessors and deletion before allowing participant data in an AI system. Keep confidential material out of unapproved tools and document access revocation and incident handling.

Records and review

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Official references

Office of the Privacy Commissioner of Canada - PIPEDA and non-profits

POLICY 07

Complaints, Whistleblowing and Non-Retaliation

Published November 17, 2026

Purpose and scope

Participants, personnel, donors and partners can raise concerns about service, conduct, financial practices, safeguarding and digital tools.

Report and escalate

Use the TBGN contact form to request the appropriate complaints channel. Keep sensitive details out of the initial message. Issues involving the usual contact must go to a designated Potter's House safeguarding or governance representative who is independent of the matter.

The service targets are five business days for acknowledgement of routine complaints and 20 business days for a status update. Triage urgent safeguarding concerns immediately and follow external reporting duties.

Review and protect people

Assign an impartial reviewer, preserve relevant information and allow a fair response when consistent with safety and law. Limit disclosure to people who need it. Anonymous reports may be reviewed where available information allows.

Retaliation against good-faith reporters or people assisting an investigation is prohibited. Address deliberate fabrication through fair process. People retain access to police, child protection, regulators and legal remedies.

Digital complaints

Provide human review for AI bias, errors, exclusion, misuse or harmful content. Preserve necessary evidence without circulating sensitive prompts, and document escalation and corrective action.

Records and review

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POLICY 08

Financial Management, Procurement and Anti-Fraud

Published November 17, 2026

Purpose and scope

This policy governs budgets, purchasing, payments, restricted funds and financial reporting for TBGN activities administered by Potter's House.

Authorize funds before committing

Approve project budgets before commitments and record the funding source, cost, responsible owner and purpose. Track restricted contributions separately and obtain required written donor or funder approval for material changes.

Use Potter's House's authorized accounts, approval limits and signatories. Record the request, conflict check, independent approval, payment and reconciliation. Separate duties wherever staffing permits. Nobody may approve a payment to themselves.

Purchasing and records

Apply the church-authorized approval schedule. Document price comparisons or a sole-source justification where required. Keep invoices, receipts, contracts, payment records and reconciliations. Never mix program and personal funds.

Reconcile transactions at least monthly and provide quarterly financial reports and explanations of significant variances for oversight.

Prevent and respond to fraud

Bribery, kickbacks, false documentation and undocumented reimbursement are prohibited. Report suspected loss through an independent route, preserve records and restrict further access when necessary.

Digital spending

Budget for licensing, facilitation, accessibility, devices, safeguards, verification and evaluation. Assess cost, effectiveness, equity and risks before acquiring AI tools, and document the approval.

Records and review

The responsible lead keeps the records needed to demonstrate implementation, including relevant approvals, training, checks, incidents and corrective actions. Review this policy at least annually and after a material incident, change in law or funding, or significant program expansion. Refer material changes to the authority designated by Potter's House.

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Official references

Canada Revenue Agency - Books and records

POLICY 09

Donations, Sponsorship and Fundraising

Published November 17, 2026

Purpose and scope

Fundraising through TBGN must clearly explain who receives contributions, what they support and how their use is tracked.

Appeals and restricted contributions

Identify TBGN as an initiative of RCCG Potter's House Kitchener and use its authorized fundraising materials and payment channels. State the purpose of the appeal. Log donor or funder restrictions and apply funds only to their authorized purposes unless a valid written change is agreed.

Sponsorship and independence

Use written terms for cash and in-kind contributions, recognition, benefits, responsibilities, privacy and termination. Sponsors and donors may support delivery through agreed terms. Admission, access to participant data, findings and governance decisions stay with the authorized decision-makers.

Disclose relevant AI vendor support or promotional consideration. Obtain church approval for restricted contributions and technology-linked agreements. Avoid misleading partnership or endorsement claims.

Receipts and reporting

Potter's House determines whether an official donation receipt can be issued for an eligible gift under applicable CRA rules. TBGN can acknowledge support but cannot issue an official receipt in its own name or promise a tax benefit. Sponsorship benefits can affect receipting eligibility or the eligible amount.

Maintain contribution records and reconcile collections. Report receipts and spending accurately and protect private donor information.

Records and review

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Official references

Canada Revenue Agency - Official donation receipts

Canada Revenue Agency - Sponsorship

POLICY 10

Volunteers, Mentors and Facilitators

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Purpose and scope

Apply these requirements when recruiting, screening, assigning, supervising and offboarding volunteers, mentors and facilitators.

Prepare and supervise

Provide a written role description, availability expectations and a named supervisor. Complete references and role-appropriate screening, conduct and confidentiality acknowledgements, and safeguarding training before duties begin where required.

Assign escalation contacts for absence, quality or misconduct. Keep mentoring within the agreed scope. Regulated legal, immigration and mental-health advice requires appropriate qualifications and authorization.

Expenses and exit

Reimburse preapproved and documented expenses. Avoid informal pay or employment commitments. At departure, recover records and equipment, revoke access, and document participant handoffs and unresolved matters.

AI training

Train people in authorized tools, privacy, output verification, bias and the limits of automated guidance. Keep identifying CVs, personal notes and assessments out of unapproved external AI services.

Records and review

The responsible lead keeps the records needed to demonstrate implementation, including relevant approvals, training, checks, incidents and corrective actions. Review this policy at least annually and after a material incident, change in law or funding, or significant program expansion. Refer material changes to the authority designated by Potter's House.

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POLICY 11

Program Quality, Eligibility and Participant Support

Published November 17, 2026

Purpose and scope

TBGN documents what each program offers, who it serves, what participants can expect and how delivery is reviewed.

Design and admission

Create a program charter covering objectives, audience, eligibility, delivery, curriculum, duration, capacity, costs, risks and completion criteria. Use published selection criteria, document decisions and provide a fair waitlist or appeal process.

A test cohort may use a defined population within TBGN's wider audience. Publish approved conditions and capacity consistently on the website and application form.

Support and review

Explain attendance, conduct, confidentiality, group messaging, assessment and withdrawal before onboarding. Offer reasonable accommodations and accessible formats. Describe jobs, placements, income or qualifications only where a documented service can deliver them.

Review facilitator qualifications, attendance, materials, participant feedback and incident trends after delivery.

Applied digital learning

Any approved AI for Opportunity activity should produce a usable output such as a source-checked career plan or market research brief. Assess independent judgment, verification and usefulness. Ensure that any pilot description matches the approved intake.

Records and review

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POLICY 12

Monitoring, Evaluation, Accountability and Learning

Published November 17, 2026

Purpose and scope

TBGN tracks participation, learning and follow-through so funders and participants can see what the evidence supports.

Measures and methods

Document the expected path from outreach and enrolment to learning, demonstrated skills, referrals, interviews and longer-term outcomes where relevant. Track applications, admission, participation, completion and changes in skills. Where consent and resources allow, record follow-up outcomes at three and six months.

Define measures and denominators, remove duplicates and distinguish self-reported information from independently verified outcomes. Collect only necessary information and obtain opt-in consent for sensitive follow-up. Report in aggregate where possible.

Report and improve

Disclose limitations, attrition, unfavourable results and improvements. Match grant reporting to written requirements, retain supporting records and disclose material deviations or conflicts. Make causal claims only where evidence supports them.

AI and learning outcomes

Track completion, quality of output, verification accuracy, confidence, access and subsequent action separately. Use matched measures and valid follow-up before claiming that AI instruction improved career or enterprise outcomes.

Records and review

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POLICY 13

Communications, Media Consent and Brand

Published November 17, 2026

Purpose and scope

This policy governs official statements, public claims, stories, photographs, media and organizational accounts.

Publication approval and evidence

Assign approval authority for public statements, campaigns and media responses. Verify statistics, results, funding claims and partner acknowledgements. Describe government endorsement only with authorization.

Use the approved TBGN visual identity and obtain the necessary rights for third-party visuals, music or written material. Limit account administration to authorized people, require multifactor authentication and moderate public responses.

Consent and participant dignity

Obtain specific permission before publishing identifiable photos, videos or testimonials, with guardian permission where required. Explain how permission can be withdrawn where practicable. Offer anonymity without penalty and keep private cohort information off public channels.

AI-generated material

Identify materially AI-generated organizational material where relevant, fact-check it and obtain approval and any needed permissions before publication. Synthetic testimonials or fabricated impact images must never be presented as participant evidence.

Records and review

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POLICY 14

Partnerships, Due Diligence and Independence

Published November 17, 2026

Purpose and scope

Partnerships must advance TBGN's work and protect participants, resources and independent judgment.

Before making a commitment

Verify a partner's identity, standing, relevant history, safeguarding, information practices and conflicts. Document responsibilities, deliverables, contacts, finance, data roles, intellectual property, brand use, insurance, dispute handling and exit terms.

Reject referral or placement incentives that create hidden conflicts or exploit participants. Evidence-informed policy discussion must respect funding terms and avoid implying government endorsement without authorization.

Review and exit

Review performance and concerns. Suspend or terminate relationships where serious fraud or safeguarding risk requires action. Record escalation, decisions and outstanding obligations.

Digital partnerships

Address data ownership, privacy, cybersecurity, safeguarding, intellectual property, evaluation, continuity and exit in vendor terms. Seek authorization before representing a preview, reviewer invitation or informal discussion as a partnership.

Records and review

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POLICY 15

Responsible AI and Digital Learning

Published November 17, 2026

Purpose and scope

AI may support career exploration, entrepreneurship, leadership and mentoring when the use has a defined purpose and a person remains accountable.

Appropriate use and assessment

Approved uses can include curriculum preparation, interview practice, translation, accessible materials, administrative analysis and guided research. Explain material AI use and the rules for assisted work. Provide reasonable non-AI alternatives and check for bias, language and accessibility barriers.

Use reliable sources to verify outputs and explain what was corrected or rejected. Preserve participant ownership and control over their work. Assign qualified people to admissions, assessment, funding, safeguarding and referrals. Automated outputs cannot make final decisions in these areas.

Data and tools

Use fictional or anonymized exercise data by default. Keep identifiable applications, CVs, health information, addresses, donor records and other confidential information out of public tools. Assess legitimate uses of personal information and obtain required approvals before processing it in an approved system.

Record the provider, purpose, permitted data, terms, privacy assessment, safeguards, accessibility alternative, trainer, evaluation, review schedule and exit plan for each approved tool. Respect copyright and licences.

Respond to harm

Stop unsafe use, correct misinformation and notify affected people when appropriate. Preserve only the evidence needed for review and escalate through the relevant incident or complaints route.

Records and review

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POLICY 16

Risk Management, Safety and Incident Response

Published November 17, 2026

Purpose and scope

TBGN assesses risks affecting participants, staff, volunteers, programming, funds, data and public trust.

Assess and prepare

Record significant risks, likelihood, severity, owner, mitigation, escalation date and remaining risk. Before an event, review capacity, accessibility, exits, first aid, safeguarding, suppliers, consent and incident contacts. Review insurance needs with Potter's House as activities change.

Plan for unauthorized access, harassment, outage, lost recordings, account compromise and data exposure. Maintain secure backups, alternative communications, rescheduling criteria and delegated continuity decisions.

Respond and learn

Protect people first. Notify emergency services or other authorities when warranted. Record facts, evidence, response steps, notification decisions, ownership and corrective action.

AI risk

Review misinformation, discrimination, privacy exposure, unsafe advice, unauthorized automation and vendor downtime before use. Assign a human fallback and suspend unsafe tools or workflows promptly.

Records and review

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POLICY 17

Document Retention, Publication and Transparency

Published November 17, 2026

Purpose and scope

TBGN keeps reliable records and discloses public information in a way that protects personal and confidential material.

Keep and dispose of records

Assign owners and legally reviewed retention periods to governance, finance, applications, consent, participant, incident and evaluation records. Protect records from unauthorized access and stop routine disposal when litigation, investigation, an audit or a complaint requires preservation.

Dispose of expired records securely, including exports and copies where reasonably possible. Preserve approval and verification records and approved learning materials for the applicable period. Avoid retaining sensitive raw prompts.

Publish and correct

Maintain an accessible policy library, eligibility information, complaint routes, yearly outcomes and appropriate financial summaries. Distinguish estimates, self-reports and verified findings. Keep program proposals distinct from measured results and correct material errors.

Maintain internal document ownership, approval, effective and review dates, version history and changes. Use publication dates for public copies and describe adoption status accurately.

Records and review

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Official references

Canada Revenue Agency - Books and records

GOVERNANCE DOCUMENT

TBGN Operating Charter

Published November 17, 2026

Purpose and oversight

The Becoming Global Network is an initiative of RCCG Potter's House Kitchener serving young people and emerging professionals. Its work builds practical skills, relationships and access to opportunities through learning, mentorship and community activities. Activities serve the church's authorized charitable purposes and community benefit.

Potter's House retains final authority over the initiative's purpose, budgets, major commitments, policies, material risks and public accountability. The TBGN Lead and functional leads act within written delegations. Participant, advisory and volunteer roles do not confer governing authority or ownership.

Leadership and decisions

The Lead convenes meetings and coordinates decisions. Finance and records roles maintain financial evidence, approved budgets, records, delegations and signed approvals. Other functional leads oversee assigned activities under the approved role and escalation rules.

Meet at least quarterly and more often during active delivery as needed. Circulate an agenda and decision material. Follow church-approved quorum and voting procedures. A tie does not pass and there is no additional casting vote. Record attendance, recusals, decisions, actions and dissent where requested.

Reserved matters

Refer changes of purpose, borrowing, hiring, restricted gifts, significant expenditures, asset transfers, material vendor or data contracts, AI governance and any decision to end operations to Potter's House or the person it has expressly authorized.

Stewardship and accountability

Record funds and property distinctly and apply them only to authorized purposes. Allow reasonable documented expenses or approved fair payment under financial and conflicts controls. Apply safeguarding and privacy requirements to every activity and meet legal reporting duties promptly.

Amend this charter through the church's authorized process and preserve approval records. If activities end, Potter's House oversees remaining assets, restricted contributions, records and

commitments under applicable law and donor terms.

Records and review

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GOVERNANCE DOCUMENT

Financial Management and Internal Controls

Published November 17, 2026

Stewardship and role separation

Potter's House holds and administers program funds through authorized accounts, program codes and signatories. The finance lead maintains records and reconciliations. The budget owner confirms purpose, delivery and available funds. Authorizers must be independent of the payee, and exceptional transactions must receive independent review.

Budget and procurement

Before making commitments, document anticipated income, restrictions, direct costs, contingency, cash-flow timing and the budget owner. Obtain authorization for material variances under the current church-approved schedule. Compare prices or document a sole-source justification where required. Record the conflict check, approval and delivery evidence before payment.

Receipts, payments and reimbursements

Record the payer, date, amount, method, purpose, restrictions and transaction reference. Use authorized channels, record any ordinary acknowledgement accurately and deposit funds promptly. Avoid cash. When unavoidable, have two people count and sign for it and reconcile it to underlying records.

Reimburse only authorized, reasonable and documented expenses. Record the budget code, vendor, proof of purchase and approver. Verify changes to payment instructions using a known secondary channel before updating details.

Access, reconciliation and reporting

Use individual accounts and multifactor authentication. Maintain a recovery procedure and at least two authorized people. Remove access promptly on departure and review users and transaction limits quarterly.

Reconcile accounts monthly with independent review. Track restricted balances and provide oversight reports on opening balances, income, expenditure, closing balances, restrictions, variances and follow-up. Preserve records of suspected errors or fraud, secure access and

escalate independently if a normal reviewer is implicated.

AI procurement and restricted support

Include software, facilitator training, verification, accessibility, evaluation and in-kind support in the budget. Assess economy, effectiveness and equity, and obtain approval before making a technology commitment.

Records and review

The responsible lead keeps the records needed to demonstrate implementation, including relevant approvals, training, checks, incidents and corrective actions. Review this policy at least annually and after a material incident, change in law or funding, or significant program expansion. Refer material changes to the authority designated by Potter's House.