

FirstRand Volunteers

Structure, Policy and Governance



FIRSTRAND
VOLUNTEERS

The FirstRand CSI Programme

- 1% Group's after-tax profits
- FirstRand Foundation administered by Tshikululu Investments
- Donated over R950 m since 1999
- Donated just over R84 million in 2012/13
- The 4 Fund Focus Areas :
 - **FirstRand Fund** – Strategic Partnerships, The FirstRand Foundation Maths Education Chairs Initiative, FirstRand Foundation SA Numeracy and Literacy Chairs, Laurie Dippenaar International Scholarship, The FirstRand Volunteers Programme.
 - **FNB Fund** – Maths and Science Programmes, Early Childhood Development, Primary School, Women and Child Abuse and Crime, Hospice, Tertiary Bursary Fund Programme.
 - **RMB Fund** – Arts, Culture and Heritage, Match and Science Outreach, The Environment.
 - **WesBank Fund** – Agricultural Livelihoods and Food Gardens.



The FirstRand Foundation Board of Trustees

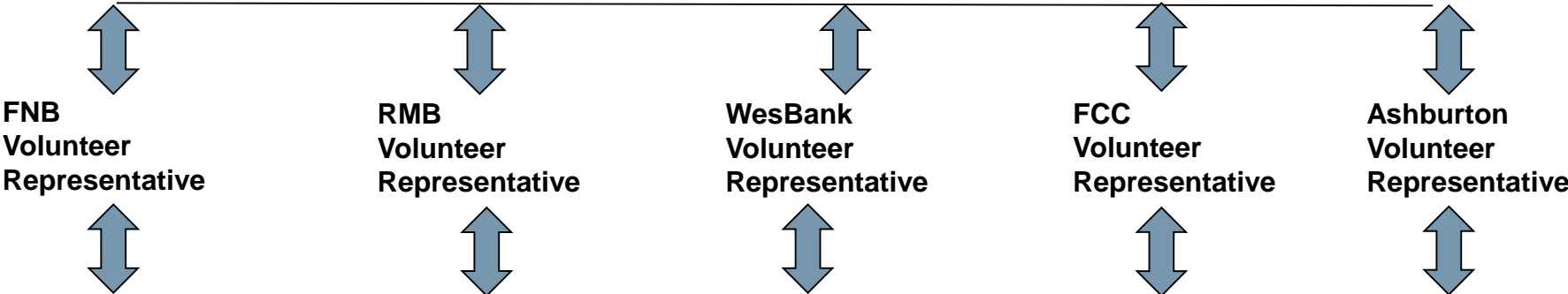


The FirstRand Volunteers Programme Business Unit

Programme strategy, policies and procedures, training workshops, administration of matched funding, annual group drives, support and facilitation to all divisions



The FirstRand Volunteers Division Management Team



Division Committees : made up of champions who represent segments, business units, provinces and branches. Messages communicated via each division’s volunteer representative using all internal communication channels relevant to division
Driven by passionate and committed employees
Sub-committees in bigger segments/business units/branches

How it works – FirstRand Volunteers vs Divisions

At a FirstRand Volunteers Programme Business Unit level:

- Programme Policies and Procedures, governance/support/training material and workshops
- Source beneficiaries for employees to support
- Group programme strategy and Group Drives
- Administration of the FirstRand Matched Funding Programme/easy access/efficient systems
- Communication of all group drive initiatives
- Ensuring maximum employee participation across the divisions of the group
- Responsible for ensuring that FirstRand is a Thought Leader in Corporate Employee Volunteering and FirstRand is/as a Good Corporate Citizen
- Acknowledgement and Recognition Programme – Chairman’s Volunteer Recognition Awards
- Ensure good corporate governance
- Updates, news, drives and matched funding via the FRV Intranet site : <https://volunteers.firsrand.co.za>

At Division Volunteer Representatives/Co-ordinators level :

- Compliance with programme policies and procedures/governance/training
- Communicating and motivating for support of group drives agreed by the management team
- Managing, motivating and supporting division sub-committee of champions
- Support and encouragement for National Days and own division specific initiatives
- Ensuring maximum momentum and participation for division employees
- Communication through all division internal channels to encourage volunteerism
- Acknowledgement and Recognition Programme - at division level
- Division updates to the FRV Intranet site : <https://volunteers.firststrand.co.za>



The Matched Funding Programme

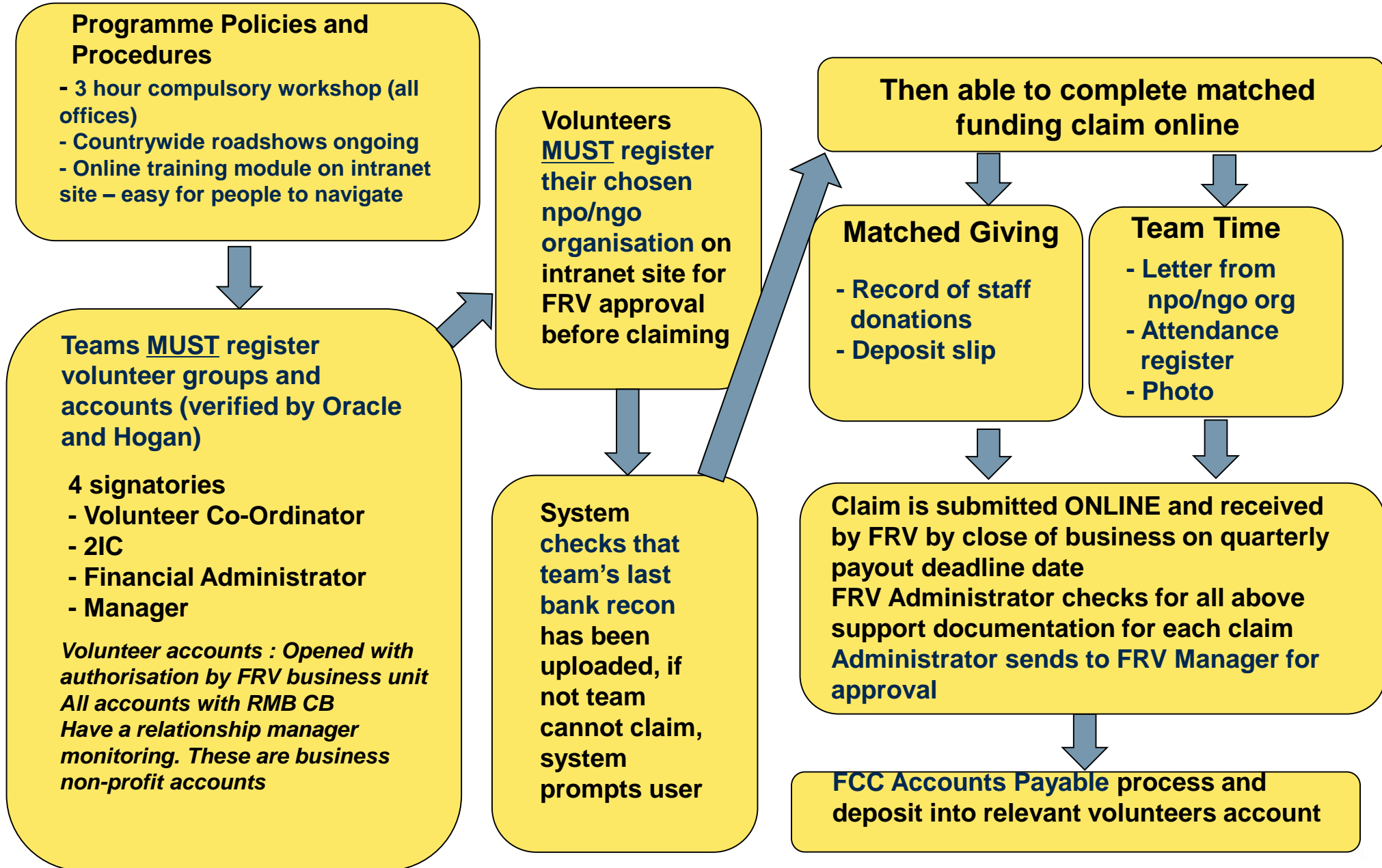
- **Matched Giving** – R1 for R1
(fundraisers, payroll giving, donations)
- **Team Time – 10 Employees**
8 hours together – R5000
- **Team Time – 4-9 Employees**
4 hours together – R2500
- **Team Time – Any size team**
2 hours together – R2000
- **Individuals** – accum. 8 hours
R3000 to their charity



Money and time must come from employees before being matched

FirstRand Volunteer Group Drives – address NDP related issues, FirstRand gives money to staff to participate in these drives
Staff don't need to give time/money first – maintains momentum

Applying for Matched Funding



Utilising the money – the controls in place

**Policy : No CASH donations to registered non-profit organisations.
Volunteers purchase what organisation needs with funds from FirstRand.
No reimbursements from volunteer accounts to staff members.**

Head Office Accounting (Monthly)

Daily monitoring of accounts InContact

Monthly KRI – Risk Report to FRV

Monthly Management Accounts to FRV for FNB, RMB, WesBank, FRCC

Annual Programme Audit

Most volumes
Large account balances
Spot audits

Audit template with key findings

Detailed audit reports to each team

FRV Programme business unit is audited every second year

Reporting

FirstRand Group Exco (twice a year)

Quarterly
FNB Fund
RMB Fund
WesBank Fund

FRF Board of Trustees

FRV Division Management Team

FRCC Risk (Monthly)

KRI Report (monthly)

Ops Risk One Pager (monthly)

Operation Strawberry Report



General governance/reputational risk

How to work with your NPO/NGO partner

A comprehensive module is included in the programme policies and procedures ONLINE starter pack training module on the intranet site

FRV Programme Code of Conduct

A standard letter has been drafted for the programme by FirstRand Health and Safety and distributed to all the divisions volunteer managers. Included in training module on intranet

Measure the impact

A sustainability template is included in the training module and will be added to the scope of the annual programme audit for 2013/14

This is a broad overview of the governance of the programme

The programme policies and procedures are documented clearly in the step-by-step online training module on the intranet site and division volunteer managers host training workshops at the office buildings and countrywide on a monthly basis

<https://volunteers.firstrand.co.za>



Employee Volunteering at FirstRand

- **No-one at FirstRand is “forced” to participate in the programme**
- **Employees are permitted to support organisations of their choice**
- **Organisations MUST be registered npo/ngo organisations**
- **The programme does not support individuals, but organisations who support the broader community as a whole**
- **We do not donate CASH to our non-profit partners, we purchase what they NEED.**



Upcoming Group Drive Opportunities

- **Nelson Mandela Day /Stop Hunger Now Food Packaging on 18th July**
- **The FirstRand Volunteers Programme/Dreamfields School Soccer Day in Katlehong on 16th August.**



