CBF, Regulator for Charitable Organisations

Regulations and Annexes
CBF Recognition for Charitable Organisations

CBF

Regulator for charitable organisations

Date of entry into force: 1 January 2025

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CBF RECOGNITION REGULATIONS FOR CHARITABLE ORGANISATIONS

Introduction

Anyone donating to a charitable organisation trusts that the gift will be put to good use. Charitable organisations and fundraisers rely on that trust. The aim of the Recognition Scheme for Charitable Organisations is to safeguard the trust relied on by charitable organisations.

The Recognition Scheme consists of three components. Each of these three components has been adopted by a different entity and can only be changed by the entity that adopted it. The three components should be read and interpreted in relation to each other.

The Standards Committee has adopted a quality standard, the so-called 'Standards for the Recognition of Charitable Organisations' (the 'Standards'). In order to be eligible for recognition by the Netherlands Fundraising Regulator CBF (the "CBF"), these Standards must be met. The Standards may be viewed on the Standards Committee's website.

The Standards are not the same for all charitable organisations. The Recognition Scheme Board has adopted a classification into categories of charitable organisations. The decision establishing this classification into categories may be found on both the Standards Committee's website and on the website of the CBF: https://cbf.nl/. The Standards refer to these categories.

These regulations have been adopted by the CBF. The CBF is the independent regulator. The CBF recognizes charitable organisations by determining that they meet the Standards and issues the CBF Recognition to charitable organisations.

These regulations contain the framework for the legal relationship between charitable organisations and the regulator.

The charity sector has a long tradition of self-regulation, standard setting and supervision. In 2016, one single Recognition system with the accompanying logo was introduced to mark supervision by the CBF.

The CBF has been designated as the regulatory body. All agreements regarding the Recognition collectively form 'the Recognition Scheme'. With these regulations, the sector has modernised supervision and made Recognition accessible for every charitable organisation based in the Netherlands. The aim of the Recognition Scheme is a properly-functioning sector: professional, reliable and transparent.

The Recognition Scheme represents a form of self-regulation at its strongest, due to the fact that, within the Recognition Scheme, there is a segregation of functions, where the standards that the charitable organisations must meet are set by an independent committee, the Standards Committee, and the supervision of the charitable organisations is carried out by an independent regulator, the CBF.

These regulations aim to contribute to the trust enjoyed among the public and society by the charity sector in general and Recognized charitable organisations in particular. It contributes to the further professionalization of the sector and of individual charitable organisations. It provides an infrastructure for the enforcement of the standards as adopted by the Standards Committee and for a learning and growing environment.

These Regulations contain the key provisions for the functioning of the CBF and the relationship between the CBF, charitable organisations and society. Some aspects have been worked out in greater detail in rules and regulations that are annexed to these Regulations and form an integral part of these.

The Regulations provide the structure for Recognition and supervision. Recognition is granted by multiple legal acts. In order to be able to carry the CBF-recognized status, a charitable organisation must both have obtained a valid Recognition Decision from the CBF and entered into a valid Recognition Agreement with the CBF.

The CBF makes a unilateral decision on an application for Recognition filed by a charitable organisation. The decision is based on a review of the Recognition Criteria. At the heart of the conditions for Recognition are the Standards. These Regulations add the criteria necessary for the proper functioning of the regulatory system. When the CBF has made a positive decision on an application for Recognition, the CBF offers the charitable organisation the opportunity to enter into an agreement with the CBF in which the charitable organisation accepts its obligations and is granted its rights.

The Recognized Organisation is entitled and obliged to carry the CBF logo. The Recognized Organisation must actively communicate that it is CBF-recognized. In this way, it informs the public about its own status and contributes to the general awareness of the CBF recognition system.

These Regulations provide general guidelines that the CBF observes in the fulfilment of its duties. It provides the CBF with instruments for the exercise of its regulatory and enforcement duties. If any breaches are found, the CBF's first actions will not always be to take regulatory or enforcement measures. Where appropriate, the CBF may also explore if, in meetings or correspondence with the charitable organisations in question, solutions may be found through persuasion or by means of warnings.

In the exercise of its regulatory duties, the CBF receives information from multiple sources. It is important for people to feel free to inform the CBF. A protocol, the Protocol for Information Providers, has been drawn up for individuals and organisations who believe that they have information regarding compliance that may be important to the proper performance of the CBF's duties.

These Regulations indicate how the CBF aims to find the right balance between a high level of transparency and the protection of confidential information. It grants charitable organisations the right to object and to lodge an appeal against decisions regarding their Recognition. Anyone that feels they have been treated unfairly by the CBF can lodge a complaint about this. This is set down in greater detail in the Regulations for Complaints about the CBF.

Adopted by the executive director on 20 December 2024 and approved by the Supervisory Board on 23 December 2024.

These Regulations enter into force on 1 January 2025.

Article 1

Definitions

1. The definitions in the Standards for the Recognition of Charitable Organisations apply.
2. In addition, the following definitions apply in these Regulations.

Application for Recognition	-	A request for a Recognition Decision.
Associated Organisation	-	An organisation established in the Netherlands or abroad (such as a sister or parent organisation) that can determine, alone or with others, the policy of the charitable organisation, for example exercising control in the decision-making process or by holding a key position within the organisation.
Auditor's advice	-	The advice provided by the auditor to the Recognition Meeting regarding the Recognition Decision that is to be made.
Category	-	A position assigned by the CBF to a Charitable Organisation within the category classification drawn up by the Recognition Scheme Board.
CBF		The Netherlands Fundraising Regulator: a regulatory authority registered in the trade register under the name Stichting CBF, number: 41198566.
Certificate of Recognition	-	The written statement issued by the CBF stating that the charitable organisation has been recognized.
Charitable Organisation	-	Organisation as referred to in the Standards for the Recognition of Charitable Organisations.
Conditions for Recognition	-	Conditions to be fulfilled by a charitable organisation for obtaining and retaining Recognition, as referred to in article 14.
Decision that is open to appeal	-	A decision against which an objection and an appeal can be filed pursuant to article 33. The failure to render a decision within the decision period shall be considered equivalent to a decision open to appeal.
Information Provider	-	Person or organisation that independently provides the CBF with information that may be relevant to the performance of its regulatory duties.
Initial review	-	A review carried out by the CBF of a charitable organisation that has submitted an Application for Recognition.
Logo	-	The logo or logos as registered by the CBF, as the proprietor, in the Benelux Trademarks Register.
Recognition	-	Status of a charitable organisation that has received a positive decision on an application for Recognition and has a signed Recognition Agreement.
Recognition Agreement	-	The agreement concluded between the CBF and the Recognized Organisation, detailing the rights and obligations for being granted Recognition (Annex 1).
Recognition Decision	-	The decision made by the CBF regarding the Recognition of the charitable organisation.
Recognition Meeting	-	Meeting chaired by the executive director in which decisions regarding recognition are made.

Recognition Scheme Board	-	The Recognition Scheme Board that, under its former name of Recognition Scheme Steering Group, was set up by the Recognition Scheme Covenant for charitable organisations.
Recognized Organisation	-	The charitable organisation in respect of which a Recognition Decision and a Recognition Agreement are in force.
Register	-	The register on the CBF website, listing the status of charitable organisations.
Review	-	A review of a Recognized Organisation carried out by the CBF.
Standards Committee	-	The Standards Committee is an independent and impartial institute whose aim is to draw up, adopt and declare applicable the standards for Recognition.
These Regulations	-	The CBF Recognition Regulations for Charitable Organisations, including all annexes.

Chapter 1 General Provisions

Article 2

Scope of these Regulations

These Regulations apply to the legal relationship between the CBF and:

a. Anyone who submits an Application for Recognition from the moment of submitting that application. When submitting an Application for Recognition, the applicant explicitly accepts the applicability of these rules, including any future amendments.
b. Every Recognized Organisation.
c. Insofar as necessary for the winding-up process, any charitable organisation whose recognition has been terminated.

Article 3

Assistance and representation

1. Anyone may be assisted or represented in their dealings with the CBF at their own expense.
2. The CBF may request to be presented with a written power of attorney or other documentary evidence demonstrating the authority of a representative.

Article 4

Powers

1. The authority to make decisions based on these Regulations is vested in the executive director of the CBF.
2. The executive director may grant a power of attorney to one or more other officials within the CBF for the purpose of making certain decisions, or categories of decisions.

Article 5

Balancing of interests

When making decisions based on these Regulations, the CBF shall take the following interests into account, without prejudice to the criteria set out in the applicable provision(s):

i. The public interest;
ii. The interest of the sectors involved in the supervision by the CBF;
iii. The organisation's interest;
iv. The regulator's interest.

Article 6

Publication and notification

1. Decisions made pursuant to these Regulations will be published by being transmitted, in digital form or otherwise, to the addressee(s) and may be disclosed through publication on the CBF website.
2. A decision enters into force at the moment of publication, unless stipulated otherwise in the decision.

Article 7

Grounds for the decision and information about objections and appeals

1. Upon publication, the grounds on which the decision is based will be stated.
2. If the decision is based on an advice that is adopted in its entirety, a reference to the advice accompanying the decision will suffice.
3. Decisions that are open to appeal shall state that an objection or appeal may be filed.

Article 8

General obligation

1. The charitable organisation to which these Regulations apply shall observe the applicable strict standards.
2. The charitable organisation to which these Regulations apply shall visibly demonstrate its commitment towards realizing the development points.
3. The charitable organisation to which these Regulations apply shall cooperate with the CBF in the exercise of the latter's regulatory duties.

Article 9

Standards

1. The strict standards and development points are adopted by the Standards Committee and are published on the Standards Committee's website.
2. From the moment any amended or new standards enter into force, these will be governed by the provisions of article 8.
3. In the event of any amendments to the strict standards and development points, the CBF will communicate when these will be included in its review.
4. Where necessary, the CBF may observe a transition period.

Article 10

Categories of charitable organisations

1. With respect to the applicant, and annually with respect to the Recognized Organisation, the CBF determines the applicable category within the classification as periodically adopted by the Recognition Scheme Board.
2. When the category is determined annually, the applicable category shall not change until the charitable organisation has been assigned to a different category from the one originally determined for a period of two consecutive years. In exceptional cases, the CBF may deviate from this, for the purpose of preventing a temporary unreasonable increase in the burden imposed on the organisation concerned.
3. On the basis of the classification, the CBF will determine the scope of its review and the rates owed (Appendix 7).

Article 11

Fees

1. The CBF will charge the applicant a review fee.
2. The CBF will charge the Recognized Organisation an annual recognition fee.
3. The CBF will furthermore charge the Recognized Organisation the annual fee for the Standards Committee.
4. If the applicant fails to be Recognized further to the Initial Review, the applicant will pay the review fee only.
5. The fees are determined annually, in accordance with Annex 7.
6. If a Recognized Organisation fails to pay the Recognition Fee or the fee for the Standards Committee, the CBF may terminate the Recognition Agreement.
7. All fees referred to in this article are payable in full by the organisation for the current year upon termination of the Recognition.
8. If a Recognized Organisation has terminated the agreement with effect from a date mentioned in article 20 (5), all fees shall, notwithstanding the provisions of paragraph 7, be owed by the organisation until the end of the six-month notice period.
9. In the event of a difference of opinion, the organisation may request the CBF to determine the amount owed by a Decision Open to Appeal**.**

Article 12

Accreditation of the CBF

1. The CBF has its quality criteria reviewed by a third party. In the context of this quality review of the CBF, the latter may be obliged to allow representatives of the review body to have access to the interactions between the CBF and charitable organisations.
2. Anyone involved in interactions with the CBF on the basis of these Regulations, agrees to the presence of the representatives referred to in 12 (1) and is obliged to provide all the cooperation required in that context.

Chapter 2 Recognition

Article 13

Recognition

1. Recognition of a charitable organisation consists of two legal acts: a Recognition Decision and a Recognition Agreement. Only the charitable organisation that has both obtained a valid Recognition Decision and that is a party to a valid Recognition Agreement is granted the Recognized status.
2. The CBF may make a Recognition Decision once it has been established that the charitable organisation that has submitted an Application for Recognition meets the Recognition Criteria.
3. A charitable organisation that has been granted a Recognition Decision will be given the opportunity to enter into a Recognition Agreement with the CBF.
4. The Recognition Agreement grants the Recognized Organisation the rights as set forth in article 22.

Article 14

Conditions for obtaining and retaining Recognition

1. The conditions mentioned in this article apply to the charitable organisation throughout the entire period of applicability of these Regulations. The CBF will consider these conditions in its decision-making process when giving a decision on the application for Recognition, as well as in decisions regarding supervision.

2. A charitable organisation is eligible for obtaining and retaining Recognition only if:

    a. It falls within the definition of a charitable organisation as referred to in article 1 of these Regulations and conducts itself accordingly;
    b. it has provided the required information;
    c. In accordance with article 8 it meets the standards established by the Standards Committee;
    d. It demonstrates having ascertained that the Associated Organisations, if any, meet the standards;
    e. It observes the obligations imposed by and by virtue of the standards;
    f. It observes the obligations to which it has committed itself by virtue of the standards;
    g. It cooperates with the CBF and to that end promptly provides all necessary information, on demand and otherwise

3. A charitable organisation is not eligible for Recognition if:

    a. The charitable organisation, a director, a de facto director, a supervisor or a prominent figure has been convicted of a crime, in which:
        i. the crime was committed in the capacity of the person involved
        ii. the conviction took place less than 4 years ago
        iii. the crime constitutes a serious breach of legal order.

b. There is sufficiently strong suspicion that the charitable organisation, a director, a de facto manager, a supervisor or a prominent figure has committed a crime.
c. There is transgressive behaviour as described in the standards, against which the charitable organisation does not act vigorously, or not sufficiently vigorously;
d. The charitable organisation fails to observe the instructions given by the CBF;
e. There is evidence of reprisals against an Information Provider as defined in article 1 that can be attributed to the charitable organisation;
f. The continuity of the Recognized Organisation is at risk or if the proper deployment of people and resources, either recruited or yet to be recruited, is otherwise at risk.

4. The CBF may tolerate a temporary non-compliance with the recognition conditions only, if the circumstances of the case justify this, if written agreements have been made about this and the charitable organisation strictly complies with these agreements.
5. Notwithstanding the provisions of the preceding paragraphs, the CBF may nevertheless decide not to grant the Recognition if:

a. A conflict arises with the law, public order or morality;
b. A conflict arises with the spirit of these Regulations;
c. There is an act or omission that could harm the trust among the public and society.

Article 15

Exemption

1. Charitable organisations may request to be exempted from being reviewed in respect of a specific obligation arising from article 14, if they can demonstrate that:

i. the obligation in question hinders them from achieving their main objective;
ii. the obligation in question would be unreasonably onerous for them.

2. The CBF decides on the request for exemption. The decision may be to either grant or refuse the exemption. The CBF can grant the exemption only, insofar as it does not interfere with the socially responsible functioning of the charitable organisation.
3. Arrangements regarding the exemption may be included in or annexed to the Recognition Agreement.
4. The decision in respect of a request for exemption is a decision that is open to appeal.

Article 16

Application for Recognition

1. Application for Recognition:

a. A decision on Recognition shall be made only at the request of the charitable organisation as referred to in article 1.
b. The application shall be made via the CBF website.

c. A review fee is payable for the submission of an application. The amount of the contribution is set out in Annex 7.
d. The application *shall inter* alia state that the applicant agrees to the applicability of these Regulations.
e. The application may also relate to fully consolidated subsidiaries of the applicant and brand names without their own legal personality with which the applicant presents itself to the outside world.
f. The CBF may request to be provided with additional information.
g. Once all the conditions mentioned in this paragraph and in article 14 (2) (a) and (b) have been met, the CBF will consider the application. The charitable organisation will then be given the 'applied' status. The CBF will announce which Charitable Organisations have submitted an Application for Recognition through the publication media designated for this purpose by the CBF.

2. Withdrawal of the application

a. The applicant may withdraw the Application for Recognition. The CBF reserves the right to use the information provided by the charitable organisation in the Register as referred to in article 29 and on the website.
b. In the event of the withdrawal of the Application for Recognition, the review fee remains payable in full.

Article 17

Review of the application

1. Review

a. Once the fee has been paid and the Application for Recognition has been found to be complete, it will be submitted to the auditor for an initial review.
b. The auditor may request to be provided with further information by the applicant.
c. The auditor may have one or more meetings with the applicant.

2. Right to be heard:

a. Prior to making a Decision on Recognition, the CBF will inform the applicant of the auditor's report by telephone or in writing.
b. In the case of notification by telephone, the applicant may request to be sent a written confirmation (by e-mail).
c. The applicant may respond to factual inaccuracies in the auditor's report within two weeks.

d. If the CBF receives a response to factual inaccuracies within the two-week period,
this response will be taken into account when making the decision.
e. The period commences on the day of the notification. If the applicant requests a
written confirmation of a notification by telephone within the period concerned,
the period will commence on the day the e-mail referred to under b is sent.

Article 18

Decisions based on applications

1. Decision on Recognition:

    a. The CBF will make a decision within six months of receiving the Application for Recognition, the payment and the required documents.
    b. In the case of Applications for Recognition where the decision-making process is of above-average complexity, the decision period referred to under a) may be suspended. The CBF will notify the charitable organisation that submitted the Application for Recognition and set a reasonable period within which to decide.
    c. A Decision on Recognition upon request may read as follows:
        i. Recognized;
        ii. Reviewed and not recognized;
        iii. Application withdrawn;
        iv. Application deferred;

2. Re ii. A charitable organisation is given the status of 'reviewed and not recognized' if it does not meet the Recognition Criteria and/or does not intend to meet all the Recognition Criteria and/or if the CBF does not consider it realistic that all the Recognition Criteria can be met within a year.
3. Re ii. If the CBF gives the decision 'reviewed and not recognized', a new Application for Recognition, if submitted, must demonstrate that adequate measures for improvement have been taken regarding those points on which the previous recognition was rejected.
4. Re iii. In the event of the withdrawal of the Application for Recognition, the charitable organisation may be granted the status of 'reviewed and not recognized' if such is justified by the available information, all this at the discretion of the CBF.
5. Re iv. If a charitable organisation does not meet all the Recognition Criteria, it may be granted a period of no more than one year to meet all the Recognition Criteria after all. During the period granted to it, the charitable organisation will have the status of 'application deferred'.
6. Re. iv. Deferring the application:

    a. The CBF may decide to defer the application if it has been found that the charitable organisation will reasonably be capable of meeting the Recognition Criteria within no more than one year and is prepared to honour any agreements
    made with the CBF in this regard. The CBF may decide to publish this on its website.
    b. If the charitable organisation does not meet the Recognition Criteria within the

set period, the decision will be made that the charitable organisation will not be recognized, following which it will be given the status of 'reviewed and not recognized'. The CBF may decide to publish this on its website as well.

c. The decision 'application deferred' will be provided with an overview of the Recognition Criteria in respect of which non-conformities have been identified and the period within which these non-conformities must be remedied.
d. Until the expiry of the period concerned, the charitable organisation may request the CBF to perform an interim review as to whether the non-conformities have been adequately remedied.

7. Pursuant to this article, a decision in respect of an Application for Recognition, including a decision to disclose, is a decision that is open to appeal.

Article 19

Recognition Agreement

1. In the event of a positive Recognition Decision, the CBF will make an offer to the charitable organisation to enter into a Recognition Agreement.
2. In the Recognition Agreement, the charitable organisation explicitly accepts the obligations arising for the charitable organisation from these Regulations, including any future amendments, as well as from the agreement.
3. The agreements mentioned in article 14 (4) and in article 15 may be included in, or annexed to, the Recognition Agreement.
4. The Recognition Agreement contains a penalty clause in the event that, after termination of the Recognition, the Recognized Organisation should continue to use the Logo or should give the impression of being a recognized organisation and/or should take reprisals against a provider of information within the meaning of article 1 of these Regulations. The amount of the penalty is equal to five times the most recently payable contribution at the time of the conduct complained of. The demand for payment of the contractual penalty is a decision that is open to appeal.
5. The Recognition Agreement is valid for an indefinite period from the date on which both parties are in possession of a copy of the agreement signed by both parties. As from that date, the charitable organisation will have the status 'Recognized'.
6. Any disputes arising from the Recognition Agreement shall be settled by a decision that is open to appeal.

Article 20

Termination of the Recognition Agreement

1. In accordance with article 27, the CBF may decide to withdraw the Recognition and terminate the Recognition Agreement with immediate effect if, in its view, the charitable organisation no longer satisfies the provisions of article 14.
2. The CBF may terminate the Recognition Agreement with immediate effect, if any of the grounds mentioned in article 11 (6) (non-payment) or article 26 (supervision) occurs.

3. The CBF may terminate the Recognition Agreement with immediate effect if the charitable organisation exceeds its rights as stated in article 22 or fails to comply with its obligations as stated in article 23.
4. The Recognition Agreement shall end the moment the organisation is granted a suspension of payments or the court has ordered the bankruptcy of the charitable organisation.
5. Either party may terminate the Recognition Agreement in writing with effect from 30 June or 31 December of any year, with due observance of a notice period of at least six months. The parties may decide on a different date and/or notice period by mutual agreement.
6. The cancellation and termination of the Recognition Agreement for whatever reason will result in the loss of all rights of the charitable organisation regarding the Recognition, one of the consequences being that the Logo, the Certificate of Recognition and the Passport of Recognition may no longer be used by the charitable organisation.
7. If the Logo, the Certificate of Recognition or the Passport of Recognition nevertheless continue to be used, the charitable organisation will be liable for damages. Subject to proof to the contrary, the damage suffered by the CBF shall be deemed to be five times the most recently paid annual contribution.
8. The charitable organisation may request the CBF to take a transitional measure in the context of the termination of the agreement.
9. Any disputes arising from the termination of the Recognition Agreement shall be settled by a decision that is open to appeal.

Article 21

Certificate of Recognition

After signing the Recognition Agreement, the charitable organisation will receive a Certificate of Recognition.
The Certificate of Recognition shall be valid for the duration of the Recognition Agreement.

Article 22

Rights of the Recognized Charitable Organisation

1. Recognition means that the Recognized Organisation:

    a. Is registered in the Register of Charitable Organisations maintained by the CBF;
    b. Is granted the right to carry the CBF Recognized Charity Logo, including on written and audio-visual materials, with due observance of the Recognition Agreement;
    c. Receives a CBF Passport of Recognition;
    d. Receives a Certificate of Recognition.

2. The right to use the CBF Recognized Charity Logo is granted for the duration of the Recognition Agreement.
3. The right to use the CBF Recognized Charity Logo may also be granted to fully consolidated subsidiaries of the charitable organisation and brand names without their

own legal personality with which the Recognized organisation presents itself to the public. In that context, the instructions as described in Annex 9 must be observed.
4. The use of the CBF Approved Charity Logo is subject to the instructions of the CBF as laid down in Annex 9 of these Regulations.
5. The CBF is and will continue to be the owner of the CBF Approved Charity Logo and will never transfer this to the Recognized Organisation. It is not permitted for the Recognized Organisation to use the Logo as if it were its own logo.
6. The CBF is and will remain the owner of the Passport of Recognition and will never transfer this to the Recognized Organisation.

Article 23

Obligations of the charitable organisation

1. Recognized Organisations are obliged to perform all obligations arising from these Regulations, including any future amendments, as well as those arising from the Recognition Agreement.
2. A Recognized Organisation shall provide the information listed in Annex 2 at least once a year.
3. A Recognized Organisation shall at once inform the CBF of any circumstances or changes that will cause the organisation to no longer meet the Recognition Criteria, any of the other obligations as described in these Regulations, or any circumstances that may jeopardise the continuity of the Recognized Organisation, or that may otherwise cause the proper use of people and resources to no longer being guaranteed.
4. A Recognized Organisation shall at once provide the CBF with any other information that is relevant to the Recognition, including, but not limited to, any amendments to the articles of association, changes in control, for example as a result of a merger, an acquisition or a change in governance, any actual or impending conflict in the board of directors, any significant financial setbacks, violations of integrity, a breach of obligations, or any lawsuits, or impending lawsuits.
5. The Recognized Organisation is obliged to actively notify the CBF in the event that there are indications that serious transgressive behaviour has occurred or is occurring within its own organisation, or is arising from its own organisations, an associated organisation or a partner organisation, which might damage public confidence in the organisation or in the sector.
   The organisation shall report the matter to the CBF integrity desk, as soon as it becomes aware of the actual or suspected transgressive behaviour, using a report form provided by the CBF on its website (Annex 4).
6. During the term of the Recognition Agreement, the Recognized Organisation shall actively communicate its status as a recognized organisation by posting the Recognized Charity Logo clearly visible on its website, as well as in any other relevant communications to donors, the public and other stakeholders, and shall, where relevant, use the explanatory texts as made available and specified in more detail in Annex 9.

Chapter 3 Supervision

Article 24

Regulatory instruments

1. A charitable organisation shall provide the CBF actively and in a timely manner with all information it is obliged to provide under these Regulations. If necessary, the CBF may request to be provided with this information.
2. The CBF may request additional documents and information from the charitable organisation, both in writing and verbally.
3. The CBF may pay a visit to a charitable organisation both with and without prior notice. The charitable organisation is obliged to provide the visiting auditor with all the cooperation requested.
4. The applicant and the Recognized Organisation are obliged to provide the requested information.
5. The CBF may issue instructions on how information should be organised, supplied or stored.
6. In the event of refusal or failure to provide the requested information or documents, the CBF may attach consequences to this, including with regard to the Recognition.
7. The CBF may request information or documents from anyone.
8. The CBF may perform a search of public sources.

Article 25

Information providers

1. Anyone who has information that may be useful to the CBF for the performance of that party's duties may provide such information to the CBF.
2. Anyone who believes to be running a personal risk by submitting information to the CBF may request that the information be treated anonymously. Further rules are set out in the Information Providers Regulations (annex 6).

Article 26

Supervision

1. Active supervision:
    a. The CBF uses a pre-announced review schedule to check charities for compliance with the standards.
    b. The review schedule is drawn up on the basis of an analysis. This analysis *inter alia* takes into account the information provided, any external developments and identified risks.
    c. The review schedule comprises an annual so-called 'check and reflection' for all organisations that have been granted a Recognition. During the 'check and reflection', the CBF requests specific information to be provided by the charitable organisations.

d. The analysis determines the frequency and method of reviewing. The review method may include a full review or a thematic review.
e. The review schedule may be amended in the intervening period. The Recognized Organisation will be informed of this.

2. Reactive supervision:

a. Reactive supervision concerns the supervision of Recognized Organisations that come to the attention of the regulator, for example through questions or signals from the public or local authorities, through media attention or through the regulator's own investigation.
b. The CBF may initiate a reactive investigation into compliance with the Standards of the Recognition Scheme and/or with the obligations charitable organisations are under pursuant to these Regulations.
c. During the investigation, the CBF collects and analyses the information necessary for its regulatory duties.

Article 27

Decisions and measures on the basis of supervision

1. The CBF periodically decides on the basis of a review whether the Recognition will be continued.
2. With regard to a Recognized Organisation, the CBF can make the following decisions that are open to appeal: to continue the Recognition, to withdraw the Recognition, to put the organisation under special measures.
3. If the CBF determines that a Recognized Organisation fails to meet its obligations, this may lead to the withdrawal of the Recognition, with due observance by the CBF of article 5.
4. If there are shortcomings or imminent shortcomings that, in the opinion of the CBF, could lead to the withdrawal of the Recognition or the imposition of special measures, the CBF may issue instructions aimed at rectifying the shortcomings as quickly as possible.
5. An instruction must be carried out within the period stipulated, failing which, in principle, the Recognition will be withdrawn or special measures will be imposed.
6. The CBF may oblige the charitable organisation to itself conduct an investigation, or have an investigation conducted, with the aim of providing a definitive answer regarding compliance with the Standards and/or the obligations of these Regulations. If a usable result of the investigation is not available within the period set, the CBF may, with respect to the decision to impose special measures or to withdraw the Recognition, regard this circumstance as evidence of insufficient compliance with the Conditions for Recognition.
7. Before a final decision is made to impose special measures or withdraw the Recognition, the organisation in question will be given the opportunity to state its views on the matter. This opportunity to present its case may be omitted in the case of the continuation of the Recognition, without binding instructions.
8. If the CBF decides to withdraw the Recognition, the charitable organisation must demonstrate in a possible new application for a Recognition Decision that adequate

measures for improvement have been taken on the points on which the previous Recognition was withdrawn.

9. Notwithstanding the provisions of article 27 (2), an instruction as referred to in article 27 (4) is not a separate decision that is open to appeal.

Article 28

Special measures

1. If a Recognized organisation fails to meet the Conditions for Recognition or the CBF foresees that a Recognized Organisation is at risk of no longer meeting the Conditions for Recognition in the short term, the CBF may decide to impose special measures.
2. Special measures means that binding agreements are made about changes in the behaviour or working methods of the Recognized Organisation.
3. The binding agreements that are to be made shall also include deadlines and agreements about the reviews, or periodic reviews, to be carried out by the CBF, in which the CBF will check whether the requested changes have been made and the intended effect has been achieved.
4. The CBF initiates the imposition of special measures by drawing up and sending agreements, or draft agreements, to the Recognized Organisation (whether or not after consultation). The latter is obliged to respond in writing within two weeks.
5. If the Recognized Organisation and the CBF do not reach agreement on the binding agreements to be made within a period acceptable to the CBF, the CBF may withdraw the Recognition Decision in accordance with article 26 and terminate the Recognition Agreement in accordance with article 20.

Chapter 4 Publication and Confidentiality

Article 29

Publication and Register

1. The Register may be viewed by all on the CBF's website.
2. The CBF enters all applications and Recognition Decisions in the Register.
3. The following statuses are entered in the Register:

    a. Applied for;
    b. Application pending;
    c. Application withdrawn;
    d. Recognized;
    e. Reviewed and not Recognized;
    f. Recognition withdrawn;
    g. Recognition Agreement terminated by the charitable organisation;
    h. Special measures.

    For all statuses, a press release or additional information may be published, *inter alia* regarding agreements, or binding agreements or warnings.
4. If an objection or appeal is pending against the decision on which the status of a Recognized Organisation is based, this will be indicated in the Register by means of an asterisk.
5. The CBF will publish other public data about the applicant or Recognized Organisation in the Register, which may be helpful to donors and the public in determining the reliability of a charitable organisation, with the exception of the information designated as confidential in article 30. The CBF may specifically bring information that is public pursuant to the register or article 32, including in particular the status of an organisation or a change therein, to the attention of interested parties such as providers of donations or subsidies, the Tax Authorities (ANBI) or other government organisations.
6. Unless the status is changed by a new decision within the period mentioned below, statuses e. and f. will remain in the Register for a period of three years. Statuses c. and g. will remain in the Register for a period of one year. After this period has expired, the organisation will no longer be listed in the Register, unless there are reasons not to amend the status.
7. In the event of an act or omission in violation of the standards, the CBF may warn the public on its website against the activities of applicants for Recognition, Recognized Organisations, organisations that are not, or no longer, Recognized Organisations, and persons or organisations that pose as charitable organisations.
8. The Recognized Organisation may request the CBF to set forth decisions to publish information based on this article in a decision that is open to appeal. This request does not have a suspensive effect.
9. The CBF may share public information at its disposal with others.

Article 30

Confidential information

1. The CBF, including its executive director, office staff, external experts, members of the supervisory board and members of the Appeals Tribunal, is obliged to maintain confidentiality with respect to confidential information.
2. The following may be regarded as confidential information: sensitive, or competition-sensitive, information and sensitive personal data obtained for the purpose of an application for Recognition or an investigation of a Recognized Organisation. This will in any case include non-public data concerning fundraising and fundraising strategies and names of officers in relation to an opinion on the performance of directors and board members.
3. The CBF handles confidential information in accordance with its Data Protocol (Annex 8).

Article 31

Provision of information to authorities

1. In the event of a suspicion that the organisation is acting in breach of any laws or regulations, the CBF may, notwithstanding article 30, share its findings with authorities that have legal power to continue the investigation, such as the Public Prosecution Service or the Tax Authorities.
2. Notwithstanding article 30, the CBF may, if so requested, provide information to a court of law, an investigative body or a regulator.

Article 32

Publication

1. With the exception of the confidential information referred to in article 30, the CBF may publish its findings from the regulatory investigations and the considerations it makes when deciding whether or not to grant the Recognition, to withdraw the Recognition or to impose Special Measures, as well as the agreements made when imposing Special Measures.
2. The Recognized Organisation may request the CBF to set forth decisions to publish based on this article in a decision that is open to appeal. This request has no suspensive effect.

Chapter 5 Final Provisions

Article 33

Objection and Appeal

1. Decision open to appeal

The addressee may object to or appeal against decisions that are open to appeal in accordance with the procedure laid down in the Objection and Appeal Regulations (Annex 5). Objections and appeals do not have a suspensive effect. The following decisions may be appealed against:

- a decision on a request to determine the amount owed (article 11)
- a decision on an application for exemption (article 15);
- a decision on an application for recognition (article 18);
- a demand for payment of the contractual penalty (article 19);
- a decision to settle a dispute arising from the Recognition Agreement (article 19);
- a decision to settle a dispute arising from the termination of a Recognition Agreement (article 20);
- a decision to continue a recognition (article 27)
- a decision to withdraw a recognition (article 27);
- a decision to impose special measures (articles 27 and 28);
- a decision on a request related to publication (article 29);
- a decision on a request related to publication (article 32)
- the publication of the decision on a complaint, insofar as it reveals the identity of a person as referred to in article 14 of the Complaints Regulations regarding the CBF.

2. Objection

a. The charitable organisation addressed may an objection to a decision open to appeal as referred to in article 1. The Objection and Appeal Regulations (Annex 5) apply to the objection.
b. Once it has signed the Recognition Agreement, the charitable organisation can no longer object to the Recognition Decision.
c. The period for submitting an objection is six weeks after the day on which the decision is published.

3. Appeal

a. The charitable organisation that has lodged an objection may lodge an appeal against the decision given in respect of the objection. The Objection and Appeal Regulations (Annex 5) apply to the appeal (Anne 5).
b. The deadline for lodging an appeal is six weeks from the date of publication of the decision in respect of the objection.

Article 34

Complaints

1. Anyone who has reason to believe that they have been treated unfairly by or on behalf of the CBF (whether by an act or by an omission), may submit a complaint via the CBF website.
2. The addressee of a decision that is open to appeal as referred to in article 1 cannot file a complaint against that decision.
3. The procedure is governed by the provisions of the Complaints Regulations about the CBF, Annex 10 to these Regulations.

Article 35

Amending the Regulations

1. These Regulations and each of the accompanying annexes may be amended or withdrawn by the CBF.
2. The CBF determines the date on which the amended Regulations will come into effect. A distinction may in that respect be made between different provisions, different annexes or different applications. Transitional measures may also be taken.