

Improvement Analysis ARTICLE 19 February 2018

Compensation for members of highest governance body, senior managers and executives (4.5)

Members of ARTICLE 19's highest governance body are not compensated and work on a voluntary basis. No information was provided in this report about the salaries of senior managers and executives. The Panel notes that ARTICLE 19 reviewed its salaries in previous years in a benchmarking exercise, and would have liked to hear about recent developments in this report.

Mechanisms for feedback and complaints (NGO2)

ARTICLE 19's complaints and feedback process for stakeholders, partners and staff is outlined.

However, the written complaints policy which was mentioned in the 2014 report and was expected to be published on the website in 2015 is not linked, and is expected to go online in early 2018. A complaints mechanism is one of the minimum requirements for Accountable Now membership, and the Panel urges ARTICLE 19 to make the policy and mechanism publicly available as soon as possible.

The same applies for the Whistleblower Protection policy, although this information should be reported under indicator NGO9, as mentioned in the Panel's feedback on the 2014 report.

Again, no information has been provided in the 2016 report about the number of complaints, their categories and whether they were resolved satisfactorily for both parties and when not where the matter rests. The Panel repeats its request for this information, along with evidence that the complaints policy has led to positive management response, in the next report.

Size and composition of workforce (LA1)

The answer provides a breakdown of the workforce according to contract type and gender. The respondent appears to have misunderstood the question about responsibility levels; the intent is to ask the gender and diversity breakdown between management and other staff.

A breakdown by region was not provided. Why is this, and is it foreseen to provide this information in the next report? Figures on different responsibility levels and gender would be helpful in illustrating the gender divisions at managerial level.