

SOCIAL RESPONSIBILITY REPORT 2011 – INTERVIDA

ADDITIONAL ANNEX
NGO8: Sources of funding by category and the five largest donors and monetary value of their contribution.

With regards to indicator NGO8 about Intervida's funding sources, the information is included on pages 38 and 39 of the Intervida Report.

To provide greater detail, we have broken the data down according to the protocols (see table below):

- The majority of our income comes from individual private donations and sponsor fees.
- Intervida has not received any subvention from the government or public administrations during the reporting period.
- Intervida has not received any in-kind donations during the reporting period.
- The only relevant large-scale donor is the Italian entity Intervita Onlus.

INCOME SOURCES BY CATEGORY				
Sources of funding by category	2011		2010	
	Monetary value (in thousands of euros)	Percentage	Monetary value (in thousands of euros)	Percentage
Sponsor fees and individual private donations	32,275	95.73%	37,299	95.19%
Other donations	1,333	3.95%	1,674	4.27%
Intervita Onlus	1,305	3.87%	1,536	3.92%
Other sources	28	0.08%	138	0.35%
Corporate sponsors	83	0.25%	190	0.48%
Centro de Estudios Adams	83	0.25%	180	0.46%
Interspecialists S.L. – Ambassador Tous	-	-	10	0.03%
Merchandising sales	24	0.07%	21	0.05%

NGO2: Mechanisms for feedback and complaints in relation to programs and policies and for determining actions to take in response to breaches of policies.

Intervida has feedback and complaint mechanisms at all levels of action.

The indicator NGO2 is broken down in different sections of the 2011 Intervida Social Responsibility Report.

– **PR8**

Item 5.3 *Collaborators* (pages 18-20) explains all communication and complaint mechanisms available to Intervida collaborators, as well as the number of complaints registered by the Intervida Collaborator Services Department of the 2009-2012 period.

This section also includes the organizations privacy and personal data protection policies.

– **NGO9**

The feedback mechanisms available to staff are described in item 7.8 *Internal Stakeholders* (page 35).

– Intervida has a **Quality Management System** which complies with the ISO 9001:2008 standard.

The Social Responsibility Report offers a generic description of this system in item 8.3 *Quality Management System* (page 41).

The Quality Management System defines the quality management policy, objectives and procedures for the organization and the Quality Management Policy has been adapted to the foundation's culture, philosophy and objectives, as well as to the needs and expectations of our collaborators and beneficiaries.

The Quality Management and Social Responsibility Policy (attached to this document) expounds the principles and criteria for quality and accountability to Intervida's main stakeholders. This policy is a matter of common knowledge and practice among all members of the organization.

With respect to the mechanisms for feedback and complaint, the system contemplates three specific procedures:

- Requests, incidence and grievance management: defines the methodology for managing the incidences which are reported through the existing communication channels.
- Non-compliance, corrective and preventive measures, and actions for improvement: defines the methodology for detecting internal and external non-compliance and applying the corresponding measures.
- Measurement and monitoring of collaborator satisfaction.

In the interest of maintaining a process of continuous improvement of quality management, Intervida engages in periodic controls and internal audits to assess the system's efficacy.

- 6.2 *Project planning, evaluation and projects* (page 25): This enables us to maintain the feedback mechanisms in the implementation of the projects and contribute to the continuous improvement of our programs and policies.