

15th January 2014

Dear Independent Review Panel,

We would like to thank the INGO Accountability Charter and the Independent Review Panel for their feedback and constructive criticism on our 2012 Report. We are very pleased that the Panel considers us to have made progress in our work and can therefore now grant us full membership of the Charter. This step is of great encouragement to our organization.

The panel's comments have been taken on board and will be very useful in driving further improvements to our work. Amongst other things, we will be prioritizing the implementation of our complaints handling mechanism, identified as an area for further development. Please find below our responses to some of the specific comments made by the Panel.

Finally, we would also like to thank the Charter for the other activities they have set up for members, such as the webinars and peer advice groups, both of which we consider very useful initiatives that we are pleased to give our support to.

With warm regards,



José Faura
Executive Director, Educo

Response to feedback from Independent Review Panel

3.8 *Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.*

Comments: Not addressed

This indicator is addressed on pages 61 of the report; there have been no changes during this reporting period that could significantly affect comparability.

4.8 *Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.*

Comments: Partially addressed. Information on organization's mission and values is missing. **Information on the mission and values of the organization is available via the link on page 15 of the report. The full text of our mission and values was included in the body of last year's report.**

4.17 *Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.*

Comments: Information on how the organization involves stakeholders is given; evidence that these processes are working and lead to management response are welcome for the next report.

This is something we will be working on this year.

NGO1 *Processes for involvement of affected stakeholder groups in the design, implementation, monitoring and evaluation of policies and programs.*

Comments: Partially addressed. The answer provides relevant information about stakeholder involvement. However, it does not address how feedback from stakeholders has meaningfully affected policies and has led to management response. Also it is not clear whether the organization only applies these mechanisms for education projects or also for other projects.

The impacts of stakeholder feedback on policies is not currently documented and systemized by the organisation. This is an area that is due to be addressed shortly when we redefine these processes from a rights-based perspective. Nevertheless, we would like to clarify that the mechanisms detailed in the Report are not exclusively applied to education projects, although this is the sector in which we have more experience and have given more emphasis to date.

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

Comments: Evidence that the process is working well and feedback has led to positive corrective action is appreciated in the next report.

This is an area we will be prioritising and consolidating this year.

NGO3 *System for program monitoring, evaluation and learning, (including measuring program effectiveness and impact), resulting changes to programs, and how they are communicated.*

Comments: Panel encourages including a description of how adjustments and changes to programmes are communicated.

For 2014 we are working on an institutional Monitoring and Evaluation Policy that will set out the guidelines for countries to define communication plans for informing all interested parties of any findings or changes to projects.

NGO5 *Processes to formulate, communicate, implement, and change advocacy positions and public awareness campaigns.*

Comments: Partially addressed. The information provided about the organisation's advocacy work is relevant; however it does not describe the organisation's process to identify corrective adjustments of its advocacy positions and campaigns when necessary.

A detailed description of the process of elaborating an advocacy strategy is set out in our Advocacy Policy, mentioned on page 13 of the report. The policy is currently being revised and should be available to be included as an annex to our next Report, alongside examples of adjustments we have identified and made to our advocacy campaigns.

EN16 *Total direct and indirect greenhouse gas emissions by weight.*

Comments: Answer does not indicate how data was collected. Educo can be commended for reducing its emissions, especially in regard to air business travels.

The information on page 56 and the table on pages 56/57 of the report indicate the source used to collect the data.

EN26 *Initiatives to mitigate environmental impacts and activities, products and services, and extent of impact mitigation.*

Comments: Answer only includes information about offices in Spain.

We will extend this answer to include information about offices in the countries we work in in our next report.

LA10 *Average hours of training per year per employee by employee category.*

Comments: Answer only includes information about offices in Spain.

We will extend this answer to include information about offices in the countries we work in in our next report.

HR3: *Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.*

Comments: The answer given is relevant and includes information about training hours per employee. However, it says that only Spain-based staff received child rights training. The organisation is asked to clarify this in its next report.

The report states that, to date, all Country Delegates and Technical Project Coordinators in our program countries, as well as all Spain-based staff, have received child rights training (page 41).

Indicator SO1: *Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operation, and exiting.*

Comments: Information on how and by whom data is collected is missing. Educo is further asked to provide evidence in its next report if this led to improved management response.

The new Monitoring and Evaluation Policy will also require each project to have a defined Monitoring and Evaluation Plan, in which the processes for collecting, analyzing and disseminating information, as well as when and by whom it is collected, is indicated.

SO3: *Percentage of employees trained in organization's anti-corruption policies and procedures.*

Comments: Educo is asked to provide the percentage of staff receiving this kind of training in its next report. It would further be interesting to read if the training is well-known within the staff and if it led to greater fraud resilience.

We will provide the percentage of employees receiving anti-corruption training in our next report. This is an area we will be prioritizing this year.

